



CASE STUDY

Animalz veterinary clinics Wellington

Animalz is a veterinary company with three sites in Miramar, Petone and Khandallah, employing eight vets and 23 support staff. The business also provides pet shop, grooming and cat boarding facilities and other ancillary services.

Managing director Allan Probert first contacted nzwireless a year ago because of problems dealing with the high number of phone calls to the clinics.

“We were with a large provider but our existing phone system could not cope,” he said. “We currently have four to five incoming lines going at any one time at each of the clinics.

“We did a client survey and the overwhelming response was that people were very happy with everything apart from the time it took to get through on the phone.

“Our computers are all linked between the three sites and we transfer a large amount of data. Our existing system was not coping well with that either. We found the large company we were with at the time didn’t seem interested in flexible solutions for small to medium-sized business.

“nzwireless offered flexible wireless solutions which could handle the volume of calls and data which we need. The company is very service orientated. If we have a problem then they are willing to come in at short notice to sort it out. nzwireless monitors its customers so well that if we have the odd outage, by the time we have rung to tell them, they usually know and are already working on it.

“nzwireless recommended a Zultys Voice Over Internet Protocol (VOIP) system. This enables us to

shift the volume of calls away from areas which are very busy. For instance, if the front desk at one clinic is extra busy we can transfer it to a line which can be answered.

“It has also given us the ability to do this on a software rather than physical basis – using click and drag on the computer rather than picking up the phone.

“Another benefit has been an intelligent option for after-hours services. The system will automatically register that it is after-hours so, rather than giving callers a drawn out answer phone message it will immediately say ‘If you have an emergency press one’. That means callers get help faster and it doesn’t incur extra costs for us or the client through having to transfer them.

“We could not have flexible solutions like this without a reliable WiMAX system. I’m a huge fan of nzwireless – they are real visionaries and enable us to do things which are important to productivity and to the way we do business.

“nzwireless has also enabled us to put cameras into our cattery at Miramar so owners can dial-up from anywhere in the world and see how their cat is getting on. We are still working on improving that but can currently give five minute upload stills.

“That is a first for a veterinary service in New Zealand. It’s been very popular and we are looking at extending it to the other practices.”

Contact nzwireless at 0800 699473, email better@nzwireless.co.nz or visit www.nzwireless.co.nz

What they say



“nzwireless gives us ongoing reliability and is very positive and very exciting.

We put an idea to Chris and he looks at all the possibilities and comes up with a customised solution for our type of business.”

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**Allan Probert,
Managing Director
Animalz veterinary clinics.**