

## HOW BE YOU MEDICAL DECREASED MANUAL WORKLOAD

# BY 81%

The brand used zenoti to cut down on manual tasks.

“Our clients love the new online booking system and the freedom to be able to book appointments without interaction. They also like being able to fill in forms and check their guest profile on the webstore for a history of their services. Overall, we couldn't be happier with the solutions Zenoti provided!”

**Trisha Huff**  
Manager

### The Challenge

Be You Medical sought to ease their team's burden and free up time to focus on patient care. Their messaging platform to communicate with clients, book appointments, and send out marketing materials proved to be no match for the 10,000-15,000 messages sent out each month.

### The Solution

To streamline Be You Medical's workflow, Zenoti recommended a multifaceted approach. Zenoti Webstore automated the booking process so guests could book online and receive treatment forms ahead of time. Zenoti Connect enabled easy, 2-way text messaging between guests and providers, as well as automatic sending of instructions and appointment notifications.

Ensure guests receive a response out of hours with auto-reply

Provide 24/7 online booking capabilities and maximize bookings

Enable engagement with guests via text to reduce no-shows and cancellations



For more  
information visit  
**zenoti.com**  
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**81%**  
decrease in scheduling  
workload for staff

**44%**  
booking rate through the  
Webstore/CMA\*

**10,000**  
less texts each month

\*over 3-month period post implementation.