How easy is it to go live with Vetstoria?

Standard Onboarding

With standard onboarding, we will aim to go live with your clinic or hospital within 30 days.

All you need to do is complete one form and attend one meeting. To get started, appoint your Vetstoria champion. This would be the team member that takes the lead in coordinating with your HQ to go live with Vetstoria. You can learn more about the champion over here.

Product Demo → **Implementation Form** → **Go live meeting** →

LIVE with Vetstoria → **Hypercare** → **Onboarding Complete!** → **Handover to Customer Success**
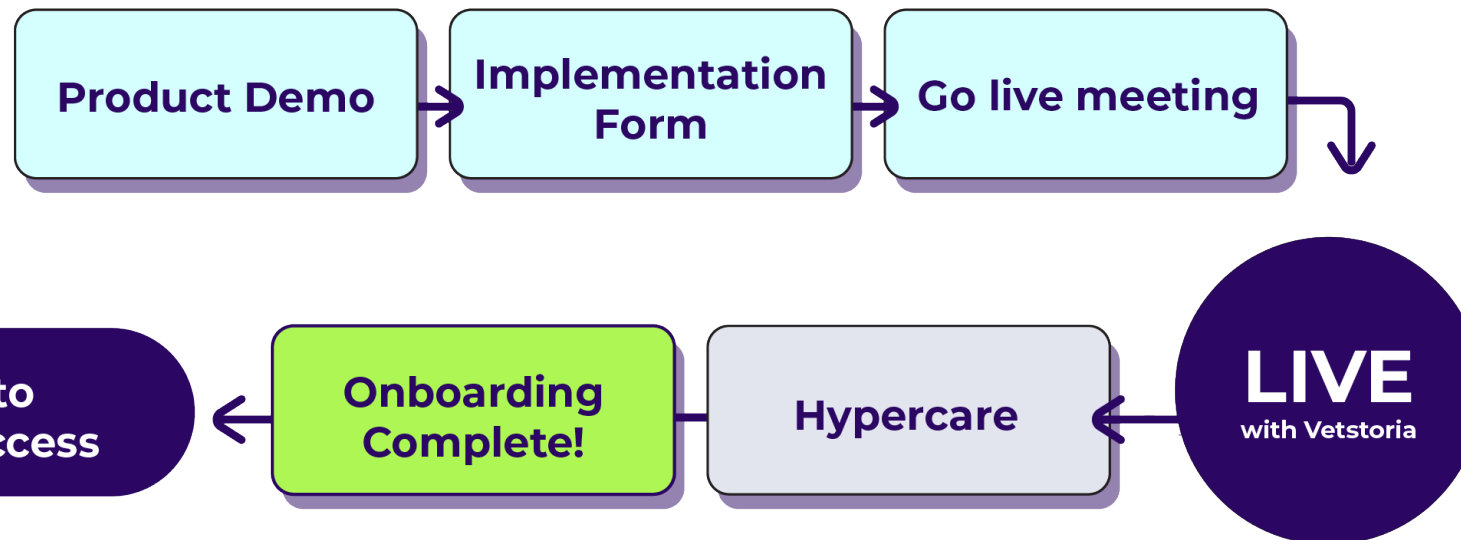
Complete the Implementation form
√ Share details about your practice
√ PIMS details

Go-live meeting 60 or 90 mins - depending on access
√ Provide training to the team
√ Check and refine the setup
√ Perform test bookings to ensure everything is good to go.
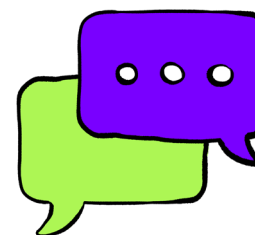
Go Live!
√ Liaise with corporate team to go live, and you're ready to start using Vetstoria!
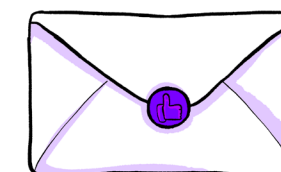
Hypercare Phase

During this phase, your dedicated customer service representative will respond to any queries you have or action any additional changes. This will be for a 2-week period following the go live date. After this time onboarding is complete, and our customer success & live support team will continue to help you.

How to access our support team

Chat with our team   Log a support ticket   Request a meeting

vetstoria.   vetstoria.