



All Pets Veterinary Hospital – Philadelphia

RCN Business tailored a reliable and cost effective Internet and phone solution that enables the staff to focus more on taking care of their patients...and less on their communications.

About All Pets Veterinary Hospital

As a full-service facility, *All Pets Veterinary Hospital* offers wellness exams, vaccinations, medical treatments, diagnostic laboratory services, dentistry, radiography and on-site surgery. Dr. Kimberly Bowers treats cats, dogs, birds, small exotics, amphibians and reptiles with traditional, non-traditional and emergency veterinary medicine.

The Challenge

- This busy veterinary clinic needed a robust and cost-effective communications solution to help them be more productive, and handle day-to-day tasks and duties more efficiently
- Offering comprehensive medical treatments and services, the clinic required a fast Internet connection for sharing and storing medical records and performing other bandwidth intensive business-related tasks
- A dependable phone solution with robust features was imperative as its staff constantly receives and makes calls to schedule appointments, answer questions and offer advice to pet owners

The Solution

- Business Internet
- Business Phone with Call Manager

Results

- Due to RCN's consultative approach, the hospital received the right Internet and phone package to effectively communicate with their clients
- With over 30 productivity enhancing features, including a Web-based call portal, RCN Business Phone with Call Manager has allowed the clinic to be accessible to its clients 24/7
- *All Pets Veterinary Hospital* continues to depend on reliable RCN Business services to help their employees effectively communicate with pet owners

Why RCN?

All Pets Veterinary Hospital trusted RCN Business to provide the phone and Internet services they need to help them be more productive and deliver the best patient care to guarantee customer satisfaction.

RCN Business was chosen for the following reasons:

- Reliable, high-speed Internet solutions with scalable options
- A cost effective, business-grade digital phone service with over 30 features
- Reliable, fiber-rich network
- Personalized approach to designing the right technology solution
- Dedicated, 24x7 business support

"I was very particular when choosing a technology partner for my veterinary practice and researched a variety of options. At the end of the day, RCN Business was hands down the best solution available to me. It all started with the time and care my customer representative took in explaining my choices and tailoring a package that met my specific requirements. Since partnering with RCN Business, I have been completely satisfied with the phone and Internet solutions I chose. As a result, my business is operating more efficiently."

- **DR. KIMBERLY BOWERS,**
ALL PETS VETERINARY HOSPITAL



RCN Business topped PC Mag's Business Choice Awards for 2016

Ranked highest for overall satisfaction. Best overall Internet service. Highest ranking on value. And most likely to recommend.

