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May 2018 Newsletter

Welcome to our first Newsletter for 2018

Vertical Connect has seen substantial growth over the past 6 months. During this time we have listened to our customers and focused on their needs. Customer Satisfaction is paramount to Vertical Connect and our success.

Over the next few months we will be implementing some changes which will provide you, our customer, a more efficient and streamlined approach to accessing our OpenVPMS support, implementation, development and training services. More information is provided below on these changes.

As mentioned in our previous newsletter we have been contacting customers to make sure they are upgraded to the latest OpenVPMS 1.9.3 release and to offer a FREE Software audit of their OpenVPMS Software. The purpose of the software audit is to identify how practices are currently using OpenVPMS and to provide a detailed audit report recommending changes and/or new feature implementations that would deliver improved productivity and/or customer service outcomes to the practice. Over 80% of our customers have taken up this offer and most have reported significant improvements in productivity and customer service since the audit recommendations have been implemented. Please contact the team at Vertical Connect if you haven't taken advantage of this offer yet. The audit takes approximately 1 hour to complete.

The final release of OpenVPMS 2.0 is just around the corner. This upgrade is a significant one and will require a greater amount of pre and post upgrade implementation work specifically due to the new reminder system. We are preparing the necessary implementation and customer documentation to make sure this upgrade proceeds as smoothly as possible.

It's going to be an exciting, but busy time ahead.

Tony De Keizer
Managing Director



AVA 2018 Annual Conference 13th-18th May, 2018 - Brisbane Convention Centre

The AVA conference is the nation's premier veterinary event, covering all fields of veterinary science. One of the most popular features of the Annual Conference is the Trade Exhibition where veterinary suppliers will be promoting their latest products and services to you. Tony De Keizer (Managing Director) of Vertical Connect will be attending the trade exhibition on Wednesday 16th & Thursday 17th May. Tony will be at the Petsure Stand - (Stand Number 83). He looks forward to seeing you at the conference.



New Software Release - OpenVPMS Version 2.0

The latest OpenVPMS Version (2.0) will be released early June, 2018. For a complete list of the changes included in this release please check out the [Version 2 Release Notes](#).

Some of the new features included are:

- online bookings
- enhanced patient reminders
- improved Smart Flow Sheet integration
- insurance claims
- improved support for practices with multiple locations
- patient product alerts
- multi-part SMS
- scheduled reporting

The Enhanced reminder project is a substantial change to the way reminders operate and will involve a reasonable amount of implementation time to setup the new configuration options. This will include formatting of rich text email content, SMS templates and more advanced reminder rules.

A team member of Vertical Connect will contact you in the coming weeks

to discuss your individual needs. In the meantime if you have any queries or would like a quotation to upgrade, don't hesitate to contact us.



News & Views

Administration News

Vertical Connect will be implementing a centralized Support Email and Telephone number for all your OpenVPMS support needs.

How this will affect you, our customers'

- Instant logging of Support requests through email, phone, chat or website
- Automatic acknowledgment that we've received your query with expected resolution time
- Customer Portal for Knowledge Base, ticket logging and ticket history
- Streamlined process for Prioritizing your support needs
- Dedicated customer support consultant looking after your OpenVPMS needs

This will take affect from 1st July, 2018. We will send through the necessary contact details in the next few weeks.

BANKING

From 1st July, 2018 Vertical Connect will no longer accept Cheque Payments. We accept EFT payments only. We apologise for any inconvenience this may cause. Cheque Payments will incur a \$20.00 Admin charge.

Banking details are:

National Australia Bank
Account Name: Vertical Connect Pty Ltd
BSB: 083-210
A/C: 11-677-6919



Staff News

Lisa Vandenberg joined Vertical Connect Pty Ltd in March 2018 in the role of **Business Manager**.

Lisa has over 10 years experience in Business Management which includes end to end management of all aspects of business operations. This incorporates Finance, Human Resources , procedures & processes as well as a wealth of experience in Project Management.

Lisa will be heavily involved in implementing Vertical Connect Support Platform which includes Ticket Software and centralized support email & telephone. The ticketing software will provide tickets through multiple channels including phone, chat, email and website. It will provide an efficient support platform for our customers.

We welcome Lisa to the team at Vertical Connect.

Feel free to make contact with Lisa for any queries you may have relating to how we can service you better. Email: lisa@verticalconnect.net or Mobile: 0455-558-404.

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