

# Keeping pets in prime health!



CGI develops new iOS and Android mobile apps for Vets4Pets clients to deliver real-time management of pets and appointments.

Since 2001, Vets4Pets has been offering the very best veterinary healthcare and advice to pets and owners, through its network of practices across the UK.

Vets4Pets cares for all kinds of animals including dogs, cats, reptiles, rabbits and guinea pigs, and offers the full range of veterinary services from general animal health treatments and welfare advice, to emergency medical procedures.



Every Vets4Pets practice offers services and facilities including:

- Vaccination and routine checks
- Biochemistry and X-Ray
- Separate Ward and Isolation Units
- In-House Laboratory
- Dentistry Services
- In-House Operating Theatres



“The plan was that a Vets4Pets mobile app would provide clients with a new way to book appointments and manage their pet’s health needs.”

**David Holmes**

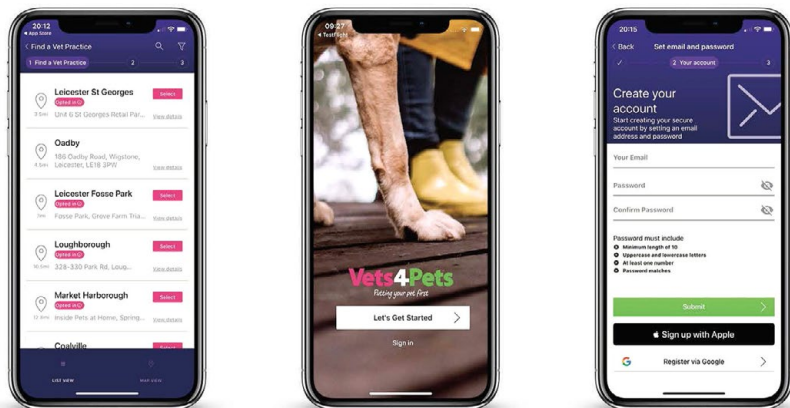
Mobile Applications Manager  
at Vets4Pets

## A new way to deliver pet healthcare

A central element in Vets4Pets' ongoing business strategy is to identify potential friction points for its UK practices and their clients (pet owners). Many clients would call the practices to check on their pets' treatment records, appointments, flea and worming treatment, vaccination dates and more. In order to provide more convenience to clients and help them self-manage their accounts in a way that suits them, Vets4Pets looked at how technology could help.

David Holmes, Mobile Applications Manager at Vets4Pets takes up the story: "The requirements of our practices and clients led us to a logical conclusion that a new app would offer an ideal solution to resolve these particular friction points.

"Existing Vets4Pets clients could simply register on the app, link their account and have access to their pet's history, as well as a range of other great features."



## "A unique opportunity"

David Holmes continues: "We're always looking for opportunities to create further synergy between Pets At Home and Vets4Pets. As the app development expert, the team has been working with Pets At Home on their VIP app for several years, and so they were a proven technology partner whose innovative technology approach would allow us to develop the new app with clients and their pets at the heart of it."

The app is available from the Apple and Google Play stores for clients to download. When clients register the app will determine which are existing customers for each respective clinic and will latch on to them, based on their pre-existing personal information. Each app account created will map on to the Vets4Pets Practice Management System, and allow appointments to be made in real-time.

"Our centralised middleware enables integrated access to client data so we can look to further build development functionality within the app. The link to our Practice Management Systems will enable us to provide better value to our clients and given the flexibility of the app design, we can identify new points of friction, and develop the app to resolve accordingly."

### David Holmes

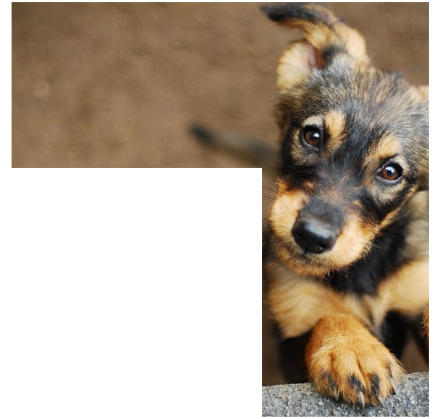
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## Rolling-out the new app to UK practices

Beta testing of the Vets4Pets app began in January 2019. “As we’d never utilised our client data in such a way before, we began with internal Beta testing with only colleagues at seven practices across the UK,” continues David Holmes.

A couple of months later, after a successful early roll-out, it was made available to clients and other practices, and so far, 300 practices (summer 2020) are now engaged with the app. The aim is to have the whole Vets4Pets estate of 441 practices signed up soon.

David Holmes reports that “a real pioneer has been the Milton Keynes practice which has taken the app on as their own with all reception colleagues engaged. There’s been a real traction in numbers of happy clients, incoming phone calls have been reduced and colleagues are really focused on value added tasks, such as updating care plans for clients to ensure the best possible service for the pets.”



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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