

Client Case Study

HB Health - London

Why did you switch from Premier Spa to Millennium?

The main reason was to have a shared diary that can be accessed from all our clinics. As well as this, a major factor was to gain all the advanced features that Millennium has which Premier does not, such as central office, better loyalty scheme, and much better reporting.

How was the transfer handled?

Extremely well, I did not have to be too involved and the issues found were dealt with fast. When we went live I was confident that there would be no major issues with the data, which there wasn't.

How has the training been that you have received remotely?

Staff found it simple and straight forward, there was initial concern from them that it looked more complicated than Premier, but after using Millennium and getting used to it they are flying and looking at how to do more things.

How has the Business Support Team met your requirements?

A prompt and readily available service, our questions have been answered well and we have been learning as we ask them. Overall a very friendly and professional service.

What are your favourite features in Millennium?

The reports are great! There are so many that we are much more informed about our business than we have ever been. With our data being transferred over we have answered a lot of questions such as retention. Marketing features such as email campaigns will allow us to target our clients better. We are looking forward to increasing our business using these. We can also now easily view past appointments in the diary; we no longer have to look at the client history to find out what treatments they had.

And anything else you would like to comment on whilst dealing with us ... or anything you may think a prospective client might like to hear!

It has been a simple and pain free process to get our data moved from Premier to Millennium. The rewards have been great once the data had been moved. We feel more informed and in control and can access our data more easily, we're not locked to a handful of computers that have the security keys to access the diary; we can get to it from any machine.

Marcel Shadt – Operations Manager

Beauchamp Place & Harley Street – London