



Case Study
representing the services of
Thrive
Wellness UK

making **IT** work
Remedian

What the client had to say...

Can you provide us with a brief introduction to you and your business?

Sam Jobey, Clinic Director of Thrive Wellness Limited. We are a chiropractic business with 2 clinics in Oldham and Huddersfield.

Our business is multi-disciplinary, which means we provide a number of services to support patient management plans with specific care packages in the private health and wellbeing sector.

What challenges or issues were present before working with Remedian and how did we resolve these?

We have been with Remedian for over 10 years, any challenges that have presented themselves over the period of time have been dealt with by the team at Remedian with efficiency and professionalism.

Why have you chosen to continue working with Remedian over other service providers?

Fantastic service by knowledgeable team members, nothing is too much trouble for them and we know we are looked after by a local business that has our best interests in mind.

Since working with Remedian, what aspects of our services have exceeded your expectations?

Quick turnaround. Our clinics run in real time and to the minute. Our practitioners and front of house team need access to the system at all times and any problems that arise are dealt with quickly and efficiently.

How would you describe the implementation process for the services provided by Remedian? Was it smooth and straightforward, and were there any notable aspects that made it particularly easy for your business?

Remedian handle everything for us and provide a support team to ensure they are contactable even out of hours.

In your experience with Remedian, have you noticed an upgrade in the technology you use? How has this impacted your overall experience when it comes to ease of use and your team's productivity?

We use a number of specific chiropractic programs but anytime we need interaction from both parties, Remedian are happy to liaise with the other suppliers to ensure the matters are resolved and we can get the information we require.

How has Remedian contributed to bringing your establishment to the forefront of online security and awareness?

As a healthcare business that hold patients' confidential details, documents and clinical notes it's imperative that the security to watertight. Remedian have all this in place. We have never had any breaches or problems and it has never been a concern. I am confident everything is managed for us.

Testimonial...

The team at Remedian are fantastic, our business runs over two sites and has a live system in place that has high demands and specific requirements that Remedian manage at all levels, we have been with them for over 10 years and they always put our needs first, they are easily contactable and respond quickly, ensuring the job is completed and any issues followed up. Highly recommended!!

Sam Jobey, Clinic Director

