



EXPERIENCE CASE STUDY: ProCARE & Thrive Pet Healthcare

1 Introduction

Prior to implementing ProCARE, Thrive Pet Healthcare, a company in the veterinary industry, faced significant challenges with its compensation management process. The team relied on manual methods, primarily using Excel spreadsheets, to manage complex data. This process was cumbersome and made it difficult to achieve data uniformity across their various Practice Information Management Systems (PIMs), leaving the team feeling like they couldn't get a hold of the data.

2 The ProCARE Experience

ProCARE's platform introduced a centralized and uniform solution that transformed Thrive Pet Healthcare's operations. The core of this transformation was the platform's automation and "plug and play" capabilities. This efficiency saves Thrive Pet Healthcare "hours and hours every month," and new processes can be set up in as little as 3-4 days.

ProCARE also brought a new level of transparency that was a "paradigm shift" for the Thrive Pet Healthcare team. The platform shows exactly what is being calculated for doctors and practice managers, a huge benefit that ensures nothing is hidden. This transparency builds trust and allows doctors to understand their compensation statements.

The ProCARE partnership is highlighted by its customization and responsiveness. While occasional technical issues arise due to third-party platform updates, the team values the ability to work directly with ProCARE's customer success team. This collaboration allows them to quickly address challenges and create personalized solutions for various needs, including refining termination procedures.

3 Key Results & Impact

The implementation of ProCARE has yielded significant results for Thrive Pet Healthcare. The platform's automation has drastically reduced the time spent on compensation management, allowing the team to be more productive. ProCARE's centralized system has also brought "true parity" and uniformity to Thrive's data, which was previously unachievable.

4 Future Outlook

The team at Thrive Pet Healthcare feels incredibly confident in their current solution and its ability to scale with the company's growth.



"I genuinely believe if we didn't have ProCARE I would feel like we were constantly drowning."

Camryn Schlegel,
Senior Compensation Analyst



"One of our main priorities is keeping our providers whole and accounting for all revenue that they're generating and paid on, which we can do with ProCARE."

Chris McHugh,
Manager of Doctor Compensation



"Working with Thrive has been a fantastic partnership. Witnessing what has become possible for them, with ProCARE in place, has been truly rewarding."

Jack Liu,
ProCARE Founder & CEO