adit

When Weave dropped their calls, **Adit answered**

Meet The Practice

Nestled in a cozy Michigan town is a dental practice known for treating patients like family and prioritizing preventive care for lifelong dental health. The office manager has led the practice since 2006 with a strong commitment to service and efficiency. But behind the scenes, the team was battling frequent outages with Weave's service, disconnected systems, and time-consuming manual tasks, taking focus away from patient care. They needed a reliable, all-in-one solution to streamline operations and bring everything together. That's when Adit stepped in.

Challenges

- Frequent outages with Weave disrupted operations

- Manual recare follow-up was time-consuming

- Difficult to track payments and missed production goals

- Low online visibility due to limited reviews

Results

20%
Drop in no-shows thanks to automated text reminders

Improved billing efficiency and faster patient payments

30-45%
Increase in appointment bookings

91
New Google reviews - up from just 2

Adit's onboarding, training, and support have exceeded all our expectations. We've never had service like this before. It's fast, responsive, and reliable - everything Weave wasn't.

Office Manager

Life before Adit

Before switching, the team relied on Weave for communication and payments, but regular service outages became a major roadblock.

> *"We needed reliability. Adit hasn't let us down. Not once," concluded the office manager. "Before Adit, we literally had someone calling patients one by one. Now, the system does the heavy lifting, and we're more agile, more informed, and more productive."*

On top of technical issues, the practice was losing valuable time on manual patient follow-ups. Customer service was another sore spot. Long wait times, unresolved support tickets, and delayed responses made every outage even more painful.

Adit to the rescue

When Adit first reached out they were cautiously optimistic. The idea of consolidating communication, payments, analytics, and reminders into one seamless platform sounded too good to be true. But from the very first demo, she was impressed, not just by the functionality, but by how easy it was to navigate.

> *We loved how intuitive the platform was— especially how well it synced with Dentrix. It had everything we needed, all in one place.*

From day one, the onboarding process was smooth and responsive. Training was easy, support was immediate, and the transition was seamless.

The transformation

01 45% Increase in appointment bookings

Before Adit, the practice had someone dedicated to manually calling every overdue patient, which was a task that drained time and energy. Now, automated text and email reminders do the heavy lifting, resulting in a 45% increase in appointment bookings and freeing up the team to focus on what matters most: patient care. With Adit's seamless automation, no-shows have dropped, and rescheduling happens effortlessly.

02 Faster payments and a 5-star reputation

Adit Pay transformed the practice's billing experience. Payments are posted directly to the patient ledger (even after hours), and automated reminders ensure balances are not lost in the shuffle. With more streamlined processes, the team has seen faster payments and improved efficiency. At the same time, Adit's review request tool turned a near-silent online presence into a thriving one, growing Google reviews from just 2 to 93. Patients appreciate the convenience, and the practice sees the results.

03 Reliable technology that works as hard as they do

Frequent Weave service outages and disjointed tools used to grind daily operations to a halt. But since switching to Adit in 2024, the practice has experienced zero downtime. Having a reliable dental software system has been a game-changer in their fast-paced environment. With Adit's Practice Analytics module, the team can also track production goals, monitor unscheduled treatment, and optimize their schedule, all at a glance. It's a smarter, smoother way to stay on target and keep the practice thriving.

> *We'd lose phone and text capabilities weekly - sometimes for hours at a time. Meanwhile, payments through text-to-pay wouldn't even sync with our ledgers.*