

How Beavers & Broomfield Family Dentistry left Weave and **boosted efficiency by 40% with Adit**



Meet Beavers & Broomfield Family Dentistry

Located in Fayetteville, Arkansas, Beavers & Broomfield is more than a dental office. It's a relationship-focused practice built on trust, prevention, and whole-patient care. From pediatric to cosmetic services, their tight-knit team puts patient connection at the center of every smile. But after years of Weave's unreliable service, those connections were starting to fray. When weekly support calls with no real resolutions became the status quo, they knew it was time for a change.

Challenges

- Constant technical issues and a lack of support from Weave
- Dropped calls, logouts, and unstable messaging
- Manual payment processes and disconnected tools

Results

40%

More efficient payment and
admin workflows

10%

Appointment bookings from
a single email campaign

100%

Payment workflow
improvement with integrated
payment plans

Adit is reliable, affordable, and comes with support that actually supports you. We've saved time and frustration and reconnected with what matters, our patients.



Maddie R.
Office Manager

Life before Adit

The team relied on Weave for years, but the system constantly failed them. Text messages would crash mid-send. Office staff were unexpectedly logged out. And when they needed support, they got help articles instead of real help. It became a weekly ritual to report issues with no resolution.

We were calling support at least once a week for years but never got a straight answer. It was exhausting, especially for what we were paying.

Grace M., Executive Assistant

On top of that, critical tools like payment plans were expensive add-ons and CareCredit was not built in.

Adit to the rescue

When Grace, their executive assistant, came across Adit, the team quickly realized it had everything they needed and more. Like with any new system, there was a learning curve, but overall, the transition went smoothly. Most importantly, support was responsive and reliable through the switch and beyond.

We have everything we need in one place, and it works," continued Grace. "That alone is a game-changer.

The transformation

01 Less Time on Tasks, More Time for Patients

Adit's Dentrix integration and Adit Pay module significantly boosted the team's efficiency. They now save about 40% of the time they used to spend on manual admin work. Now, payments post directly to Dentrix. Before Adit, they ran a card and manually entered all the information into the ledger. It was easy to make mistakes or miss entries. That's all gone now.

02 Financing Without Friction

The practice uses Adit's Financing module and payment plans daily, something they could never do with Weave. The practice used a third-party system to manage payment plans before switching to Adit, incurring an additional cost. ***With Adit, payment plans are already there," said Maddie. "We just set it and forget it. And if a payment doesn't go through, we're notified right away through both the app and email. It's a 100% improvement!***

Built-in CareCredit integration has also made a big difference. ***"It's all in one place now," said Grace. "Our patients often use CareCredit, and Adit makes it super convenient for everyone involved.***

03 Communication that Converts

Adit's Pozative module also helped to boost the practice's online presence and made it easy for patients to leave stars before writing reviews. From day-to-day texting to marketing outreach, Adit gives the team better ways to connect.

We love the email campaigns," exclaimed Maddie. "We recently sent an Invisalign campaign, and 10% of the recipients booked an appointment from it. We couldn't get results like that from our old setup.