



# How One Florida Orthodontic Practice **saved 15 hours/week** after just **3 months** with Adit



## Meet the Practice

Based in North Miami Beach, Florida, a busy orthodontic practice has built a reputation for creating confident smiles through personalized, high-tech orthodontic care. Their friendly, family-oriented practice serves a diverse patient community with a focus on trust and comfort. The team began exploring new technology options to replace Weave as part of a broader budget realignment.

## Challenges

- Weave was becoming too expensive and unsustainable to use
- Limited visibility into patient communications due to a lack of Cloud9 integration
- Scheduling inefficiencies caused by manual reminders and follow-ups
- Needed an affordable, all-in-one system for phones, texting, and reminders

## Results

<b>3</b> weeks	<b>Transitioned</b> to Adit VoIP phones with minimal disruption	<b>15</b> Hours/week	<b>Saved</b> hours with automation	<b>40+</b>	<b>New Google reviews</b> in the first 3 months
	<b>Boosted</b> staff confidence and patient communication		<b>Cut no-shows</b> to only a few per week with automated reminders		<b>Improved</b> call and text efficiency for faster patient responses

*We needed something powerful but cost-effective. Adit offered exactly what we were looking for: one system that manages calls, messages, and reminders without breaking our budget.*

**Office Manager**

## Life Before Adit

Before Adit, the practice relied on Weave for phones and communication, but rising costs made the system unsustainable. The team needed a new solution that would preserve their strong communication with patients while staying within budget. The team explored several other popular communication platforms but found that most either lacked Cloud9 integration or were priced beyond their new budget. The practice's office manager recalled how challenging it felt to find something affordable that didn't sacrifice features or support.

*"We loved the features we had with Weave, but it became more expensive as time went on," said the office manager. "We needed to find a way to maintain our great communication with patients without paying premium prices."*

## Adit to the Rescue

Adit stood out for offering the same robust features in one affordable, all-in-one solution. The onboarding process took just 2-3 weeks and stood out to the team for its clarity, organization, and level of personal support. The practice quickly saw how intuitive Adit's dashboard and messaging features were; they immediately fit into the team's daily workflow and eliminated the need to juggle multiple systems.

*"It didn't feel like a stressful software switch," the office manager recalled. "Adit made sure we were comfortable and ready before fully launching."*

## The Transformation

### 01 Smooth, Supported Onboarding

The Adit onboarding process turned out to be much easier than the team expected. Within 3 weeks, the orthodontic practice was up and running, thanks to a hands-on approach from Adit's onboarding and support teams. The process felt organized and reassuring, especially since switching systems can be stressful for a busy practice.

*"Our Adit onboarding team was incredibly helpful," said the office manager. "They walked us through everything step by step and made sure we felt confident before going live."*

### 02 Simplified Communication Across the Board

By combining phone calls, text reminders, and email notifications in one platform, the practice reduced time spent on repetitive communication tasks. Appointment confirmations now happen automatically, saving the front desk roughly 15 hours each week. Staff members say they feel more organized and less stressed, knowing that messages reach patients exactly when they need them.

*"We're spending less time chasing down patients," the office manager shared. "Adit keeps the schedule full without the constant back-and-forth."*



## 03 Building Patient Trust with Reviews

Within three months of implementation, the practice generated more than 40 new Google reviews using Adit's Pozative Reputation Management module, boosting their visibility and credibility in the community. Patients have responded positively to the follow-up texts and reminders, often commenting on how easy the process is.

*Patients find it easy to leave reviews right after their visit," said the office manager. "It's made a noticeable difference in our online presence already.*

## 04 Seamless Integration with Cloud9

With Adit's Cloud9 integration, staff can access patient data and communication history without toggling between systems. This improvement has made their daily operations smoother and reduced errors. The office manager said the feature gives them confidence that every patient interaction is documented and accessible.

*That integration is huge for us," the office manager emphasized. "Everything works together; we don't waste time digging for information anymore.*

\*The practice had been with Adit for only three months at the time of this interview. The results and data shared reflect preliminary estimates and observations, rather than long-term performance metrics.