



PROFESSIONAL PLAZA PHARMACY REPLACES IVR

For over 40 years, Professional Plaza Pharmacy has built the foundations of a flourishing business on the principles of kindness, old fashioned service, and quality care. Located next to a medical plaza and hospital in Layton, Utah, Professional Plaza Pharmacy excels at being a full-service independent pharmacy specializing in fast, friendly service. In addition to its prescription business, the pharmacy also shines as a uniform/scrub company offering medical equipment, wound care, and medical uniforms (scrubs).

Professional Plaza Pharmacy experienced several frustrations with their existing IVR, so the pharmacy decided to replace it. After considering a few competitor companies, they chose Smart Solutions as their IVR provider because they were fantastic to work with and were a local business located a few towns away in Utah. Smart Solutions' price point was also spot-on for what they were looking for in a hosted IVR service.

"We had an IVR system before, and when the conversion took place, our patients were surprised to have a pleasant female voice as opposed to the male voice. We were without the IVR for about two weeks when we transitioned to Smart Solutions, and I was never more grateful to get it up and working once it was installed," said Kenneth Ernstrom, the Pharmacist in Charge.

Now that Professional Plaza Pharmacy has SmartCall IVR, the staff doesn't spend as much time answering calls and performing tasks that the virtual assistant can handle. Some of their favorite features include the virtual assistant, refill requests, voicemail, pharmacy system interfacing, and essential IVR functions.

"I have a hard time believing that we worked in a retail pharmacy without an IVR! I'm so grateful for the technology and the product that Smart Solutions offers to focus more time on the customers in front of us with fewer interruptions. Thank you for your great product; we couldn't be happier!"

If you are looking to add or replace an IVR, Smart Solutions will help your pharmacy improve productivity, enhance efficiency, and provide the best price/performance ratio in the market. Connect with us to learn more at (801) 234-0289.

CUSTOMER CASE STUDY

Professional Plaza Pharmacy
2065 North Robins Drive
Layton, Utah 84041

Phone: (801) 773-3863
Website: <https://ppprx.com/>

Professional Plaza Pharmacy specializes in serving their community with fast, friendly, professional service and the highest-quality medicines and health products. They take pride in the fact that their patients will always be greeted by name, and their pharmacists will take the time to counsel and answer questions.

ABOUT SMART SOLUTIONS:

Smart Solutions, Inc. is a pharmacy communication company located in Salt Lake City, Utah. Our corporate philosophy provides quality products with real value and reliability that can be counted on to provide customer satisfaction for years. Our service philosophy offers free software upgrades and 24-hour service support, seven days per week. Our customers range from some of the largest chain stores and some of the most recognized hospital institutions in the healthcare industry to mail order and independent pharmacy owners.

For more information, visit our website at www.smarttrph.com.