

IDEXX Animana Implementation Package Comparison

MANAGED

Busy practices that would like us to take care of the setup of Animana.

GOLD

Practices that want comprehensive on-site training from a dedicated Animana consultant.

SILVER

Busy practices that want a blend of on-site and remote training, maximising learning time.

BRONZE

Smaller practices that want a consultant on-site for the critical setup and are happy to teach themselves the extras.

REMOTE

Small practices that have a simple setup and are happy to be trained on the core functions of Animana remotely and teach themselves the extras.

ESSENTIALS

Start-up practices who are very happy to teach themselves how to use Animana using our Knowledge Base articles.

General Settings Consulting						
Product Consulting						
Client Communications Consulting						
Client Discounts						
Content Designer						
Custom Protocols						
Client Communications						
Advanced Training Consulting						
Stock Management						
Financial Transactions						
Financial Management						
KPI Reporting						
Basic Training*						
Go-Live Support**						
Post Go-Live Consulting						
Month-End Consulting						
Total Implementation sessions	1 day	5 sessions	5 sessions	4 sessions	3 sessions	3 sessions
Total On-site training/consulting days	5 days	6 days	3 days	1 day	-	-
Total Remote training/consulting hours	-	2 hours	11 hours	10 hours	11 hours	8 hours
Total Consulting session/support hours	-	6	6	4	4	-
Implementation without Conversion	£8,800	£6,100	£4,400	£2,700	£1,800	£1,400
Product Setup Consulting	1.5	1.5	1.5	1.5	1.5	1.5
Conversions and Consulting Fee	£300	£300	£300	£300	£300	£300
Implementation with Product Conversion	£9,100	£6,400	£4,700	£3,000	£2,100	£1,700
Additional Conversion sessions	5 sessions	5 sessions	5 sessions	5 sessions	5 sessions	5 sessions
Implementation with Full Conversion	£10,175	£7,475	£5,775	£4,075	£3,175	£2,775

Included, Onsite sessions, Remote sessions (each one hour remote session includes a minimum of 50 minutes one-to-one, and 10 minutes wrap-up).

All numbers shown are hours unless otherwise indicated. Numbers in brackets show optional module hours which are not included in package price.

* Basic training is delivered in group session of 3.5 hours. Larger practices may need to purchase additional training days.

** Busy practices should consider purchasing an additional day following your go-live day to ensure that all staff and locations are running smoothly from the start.

What our customers think of our consultancy services



After looking around various practice management systems we finally chose Animana, as it had the most up-to-date features that we were looking for in a new system. We have been impressed with the support we had in the lead up to the installation of the system, with weekly meetings to make sure we had the system set up how we wanted it to work. With all the client records transferred over to the new system it has meant there have been no gaps in patient records.



One of the main benefits to us is that we can now show clients x-rays straight from the consult room as images are uploaded onto patient files.

The nurses are loving how easy it is now to order lab tests as these can be done straight from the patient's file without having to write out any forms.

The training we had just before going live and support on the go live day were superb and we had a relatively calm day, much to everyone's surprise.

Margaret Fletcher, Brelades Veterinary Surgeons



During a transition period to a new platform, indeed the idea of the "go-live" day when we would start to rely solely on the new PMS, is the stuff of nightmares for practice managers especially, and staff in general. Animana made this transition not only acceptable, but enjoyable.

The people in Animana that we engaged with during the initial talks, during the conversion period, and in and around the go-live date have simply been outstanding in helping us get what we considered a major project over the line. The ongoing support from the team in all forms – virtual, email and in person – has continued in the same excellent customer-oriented manner. The vast repository of information in the Knowledge Base has been amazing and the intelligent help functions have helped us learn on the job.

The tutorials and support base that is available during the transition phase, coupled with the in-house training and the fact that Animana staff were in the clinic with us for two days when we went 'live' with Animana really did ensure that the changeover was as painless as possible. This support has continued since we started and we look forward to this continuing into the future.

Finbarr Heslin, Beaufield Veterinary Centre

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v2018.2.13

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Veterinary Management Software

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