



# A Leading Conglomerate of Animal Hospitals Chooses Legion WFM to Manage Their Vast Network and Help Animals Live Their Best Lives

## Introduction

A leading conglomerate of 450 local animal hospitals, maintains its growth trajectory through strategic acquisitions. This approach allows each hospital to retain its unique identity and community connection. The focus of the initial project with Legion involves 380 general practice hospitals. These hospitals each have a manager who was tasked with scheduling, which, in the past, was bogged down by outdated systems and manual procedures.

## Key Hospital Roles

**Doctors of Veterinary Medicine (DVM):** Bound by rigid schedules and influenced by personal preferences. Clinics compete to attract and retain DVM talent, and the ability to set schedule preferences is a key incentive that drives DVM engagement.

**Veterinary Technicians (vet techs):** Their schedules must be synchronized with peak operational times and doctor availability.

**Front Desk Staff:** Essential in coordinating customer appointments. In addition to greeting and collecting payment, the front desk staff is tasked with filling up the DVM's calendar by calling existing customers to schedule checkups, shots, and other appointments to maximize the revenue-generating capability of the DVMs.

## Goals with Legion Workforce Management

**Optimize Labor Spend:** Enhancing efficiency, productivity, and ensuring labor costs don't negatively impact gross revenues.

**Consistent Scheduling:** Standardizing scheduling processes across all hospitals.

**Transparency in Doctor Schedules:** Facilitating necessary schedule adjustments and managing doctor preferences is critical to attracting and retaining DVMs.

**Shift Marketplace for Traveling Doctors:** Introducing flexibility in staffing. Doctors can easily pick up extra shifts at any location that needs extra help. With shift pattern bidding, shifts can be assigned based on seniority to meet the demands of tenured DVMs.

**Improve Employee Experience:** Reducing attrition and fostering better engagement.

**Immediate Access to Schedules:** Guaranteeing easy schedule management for staff.

**Consolidated Communication Platform:** Unifying communication for greater efficiency.

**More Time for Managerial Tasks:** Enabling managers to focus on training and customer relations.

## Projected ROI

- **Total Benefit (3 Years):** \$13.2 Million
- **Return on Investment:** 541%
- **Cost of Delay (3 Months):** \$2.2 Million
- **Payback Period:** 8 Months

## Breakdown of Potential Benefits

- **Scheduling Optimization:** \$7,810,992
- **Manager Productivity:** \$3,420,000
- **Reduced Employee Attrition:** \$1,260,000
- **Increased Procedure Value:** \$673,313
- **Scheduling Time Savings:** 200 Hours with Legion's Automated Scheduling

## Legion's Unique Capabilities

**AI-Powered Forecasting and Scheduling:** Legion generates advanced demand forecasts and labor budgets in seconds, continually adapting to business needs.

**Self-Learning and Optimization:** The system learns from user actions to enhance scheduling efficiency.

**Employee-Centric Modules:** Legion offers modules that boost the employee experience, maintaining compliance and offering a unified application for all users.

**Modern Cloud Foundation:** Designed for the connected, mobile-first world, Legion allows customization and easy self-service configuration.

**Security and Scalability:** The platform ensures enterprise-grade security and handles massive data volumes.

**Regular Updates:** Weekly service updates are conducted with zero downtime, benefiting all customers equally.

## Conclusion

This leading veterinary hospital's adoption of Legion Workforce Management marks a significant transformation in managing its vast network. This shift addresses scheduling and operational challenges and lays the groundwork for sustained growth and excellence. Legion's innovative approach to workforce management, combining AI-driven efficiency with employee-centric features, has enabled this leading veterinary hospital to achieve remarkable outcomes, including a substantial ROI, improved labor compliance, increased employee retention, and enhanced overall performance.

## About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. For more information, visit <https://legion.co> and follow us on [LinkedIn](#).

