

# Over 100,000 appointments booked and up to nine hours of admin saved daily

MoneyPlus is one of the UK's leading companies in debt solution services providing thousands of clients with financial advice, help, and debt solutions. Their trained advisors help clients manage their finances.

## Challenges

### Struggling with their existing booking software

MoneyPlus's customer call centres take over 50,000 appointments each year and cater to a large number of customers. Money Plus reached out to 10to8 in as their staff were struggling with their existing booking software. Their incumbent solution was difficult to use and lacked the right KPI reporting. This caused a lot of frustration, wasted time on admin, a lack of visibility of staff's calendars and availability, and costly no-shows for booked appointments.



Appointments booked to date



Revenue saved per year



Messages sent per week

## Solution

# A successful trial period and a quick onboarding

After just a one-month trial period, MoneyPlus implemented Sign In Scheduling. They quickly onboarded over 30 staff members onto the system and rolled it out across their business in June 2019.

All of their telephone and in-person appointments are booked directly into their Sign In Scheduling calendar by staff. This has gone a long way to reduce human error, ease admin work, and reduce no-shows.

Some of the features they put into effect included:

- Automated confirmation SMS, emails and reminders
- Service-specific messaging
- In-depth bookings reporting
- A customer-facing online booking page

*“Sign In Scheduling saves us so much time and will help us to continue to develop our processes”*

Financial Planning Manager  
MoneyPlus



## Results

# An incredible decrease in admin time and increase in bookings

After moving to Sign In Scheduling, MoneyPlus has saved **5-9 hours of admin every day**. Alone this has delivered an immediate **£50k per year saving**. Sign In Scheduling also **created a custom colour-coded 'appointments outcomes' feature for MoneyPlus**. Staff can mark bookings as 'rebooked', 'no answer', 'review completed' or 'cancelled during appointment' and then view them via this colour-coding system. MoneyPlus can now monitor their KPIs, the staff is happy, and the business is more productive **with fewer no-shows, driving quantifiable ROI**.

### Results at a glance

- Over 100,00 appointments booked to date
- 5-9 hours of admin saved daily
- £50k revenue saved each year
- Over 47,000 customers on the system
- Taking 350+ bookings per week
- Sending 2,000+ messages per day
- 400+ booking page visits per day



## Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

[Book a call](#)