

Appointment-Plus Case Study: Church Scheduling

Warsaw Community Church

Client Profile

Warsaw Community Church in Warsaw, Ind., offers a fresh, non-traditional approach to worship and ministry. Its Counseling Center offers sessions in such areas as premarital, marriage and family counseling, individual and child/adolescent therapy, mood difficulties, stress management and financial counseling. The Center's 16 "pastoral counselors" build relationships based on communication and trust with their clients.

The Challenge and Problem

Prior to using Appointment-Plus, Warsaw Community Church booked counseling session appointments in the traditional way: by phone and an appointment book. Because the Counseling Center was growing—both in the number of counselors and sessions—it was no longer feasible to rely on a single appointment book to schedule clients and their sessions. In addition to the difficulty in maintaining concise information, counselors did not have the ability to easily look up and view their scheduled sessions and client information.

The Discovery

Warsaw Community Church Counseling Center determined that scheduling software would be a valuable tool to help it streamline its appointment-setting process. Cost was a very important factor, as was accessibility, as the Center wanted its counselors to have the ability to access their sessions and client information off-site. Another consideration was ease of operation and a system that all of its counselors could quickly learn.

The Solution and Implementation

Online research was conducted on appointment-scheduling providers. After testing several services, they were most impressed with Appointment-Plus and chose it for their scheduling needs. It met all of the criteria they sought: low cost, ease-of-use and Web accessibility.

The Results

Appointment-Plus has been a dependable partner for Warsaw Community Church Counseling Center and its counselors since 2008. The Center uses it to internally schedule approximately 80 sessions per week, as well as to generate reports on clients and counselors and send e-mail reminders to clients regarding their upcoming sessions. Counselors enjoy the accessibility provided by the system, as they're able to access their individual sessions and client details on any Internet connection. Additionally, Appointment-Plus helps the Center better manage all of its counseling information by securely storing it in one centralized location.

Appointment-Plus (www.appointment-plus.com) is the worldwide expert in online scheduling solutions and creator of the scheduling industry's most flexible and feature-rich software program. Servicing over 100 different industries in 16 countries throughout the globe, it's the premier Web-based booking application for growing businesses, enterprises, higher education, government and logistics. With over 15 million end-users and 75 million appointments booked since its inception in 2001, Appointment-Plus is one of the fastest growing cloud-based services in the world. Headquartered in Scottsdale, Ariz., organizations ranging in size from Fortune 500 companies to small businesses use Appointment-Plus to book an average of 2.5 million appointments monthly.