

# Lighten Your Executive Workload with **BoldDesk®**



## Body

Dave Braunstein and Doug Reffue, a friend-duo, founded Pets52 with the goal of making affordable, high-quality pet care accessible to every owner. Whether they're providing pet supplements or 24/7 telehealth services, Pets52 gives their clients the resources and community they need to keep their pets both happy and healthy.

## Challenges

As businesses grow, so do their administrative duties. When Pets52 started getting overwhelmed by their executive responsibilities, they knew it was time to find a digital solution. "We were struggling with a few things, like keeping the ticket flow smooth and managing our teams' workloads effectively. It was a real challenge," a team member said. "The biggest headache of all was the security on the platform, which definitely needed attention. It felt like we were juggling too much and just couldn't get everything running the way we wanted, as pieces of data were stored in different places and sometimes, they were hard to reach." Pets52 needed a dependable customer service tool that provided scalable support, so they turned to BoldDesk®.

## Solution

Thanks to BoldDesk®, Pets52 has regained control of its administrative duties. Since using the help desk tool, they've noticed a significant improvement in both their data accuracy and ticket tracking. "Now, our data is stored in one place, making it easy to find and sensibly stored," a team member said. "The biggest factor for us is that all our customer tickets and contact details are securely stored."



BoldDesk® offers an extensive range of help desk services, ensuring every business can deliver the optimum customer experience. When asked what their favorite BoldDesk® features are, Pets52 were quick to mention BoldDesk's ticketing system, knowledge base, and workflow automations—all of which helped streamline their operations.

### **Pull Quote:**

I recommend BoldDesk®! - Pets52

