



Removing the complexities of uniform program management for multi-location Veterinary practices

“Uniform Stores gives each location so much autonomy over their employees and their allotments, it has made the process so much easier!”

Holly Avila
Operations Support Manager, Companion Pet

Companion Pet is a network of best-in-class veterinary practices with talented people collaborating to solve industry-wide problems and deliver exceptional care. In order to provide the best care possible to pets and clients, they invest in technology, infrastructure, and equipment to make sure their hospitals have what they need to meet the demands of their communities.

With 32 locations across 6 different states, Companion Pet was looking for a way to streamline the management of their uniform program for their geographically dispersed practices. The solution they were seeking needed to be easy to use for their admins and employees, offer employees choice in their uniforms, and solve for the logistical complexities they were facing with each location having different uniform and embroidery requirements.

CHALLENGES

- Employees want to not have to pay up front for their uniforms and wait for reimbursement.
- Administrative staff are frustrated by out of stock products and how time-consuming it is to order uniforms.
- Increase employee retention and satisfaction with more choice in uniforms, with inclusive sizing.
- Find a one-stop shop uniform provider who can provide 32 different locations autonomy over their employees and allotments.

SOLUTIONS

With Uniform Stores, Companion Pet received:

- A uniform management platform with a modern, shopping experience for employees that offered them choice in their uniforms.
- A dedicated team to handle the setup of the uniform website and assist with ongoing maintenance.
- Streamlined logistics from embroidery to direct delivery, and responsive employee support.

RESULTS

- 500 employees, across 32 locations in 6 states, are empowered to order the uniforms they want.
- The streamlined process had made administration practically automated.
- Cohesive and professionally branded associates and increased patient satisfaction.
- Increased employee satisfaction with the expanded uniform selections and ease of ordering.

“Size inclusivity was a huge factor, and it’s been helpful that each location can customize their storefront with their desired brands/products”, said Holly Avila, Operations Support Manager.

THE UNIFORM STORES DIFFERENCE

Due to the frustrations they were experiencing with their previous uniform program, Companion Pet decided to test out Uniform Stores at the end of 2021, starting with just one of their locations on a trail basis. After experiencing the reduction in logistical burden for their admins and its ease of use, they soon moved all of their locations to the Uniform Stores platform.

“The ordering process of our previous company was very difficult, there wasn’t a streamlined process where the employee could actually choose their own scrubs,” said Holly. “Being able to allow each employee to choose their own uniforms, without requiring that they pay up front and get reimbursed, cut out a lot of steps.”

Holly added, “With previous companies you would have to search their entire database. You couldn’t just set it and forget it, you’d have to search the correct colors/brands and get the item number and then you’d have to hope that it was in stock in the size you need. It was really tedious and time consuming. It was very inconsistent.”

Companion Pet chose Uniform Stores because the platform offered them:

- Access to a variety of marketing-leading scrubs, with inclusive sizing, and a wide selection of brands, styles, and colors - all curated within their individual locations’ program requirements.
- Streamlined embroidery, voucher management, and direct delivery to employees - eliminating the logistical burdens for admins.
- The ability for all of their 32 locations to order



through the same website, with each location’s unique program requirements - colors, brands, logos, allotments - set for their employees.

THE RESULTS

Happy Employees: “New employees are always pleasantly surprised that they receive an annual uniform allotment, they like the options and that they still get to order to their individual taste. I’ve only heard good things from staff,” said Holly.

Administrative Efficiency: Managing the uniform program is essentially automated, allowing them to “set it and forget it”, eliminating time-consuming and tedious tasks from their workload.

Streamlined Processes: The logistical burdens are all covered with Uniform Stores, including product selection, embroidery, voucher management, and direct delivery to employees. Even onboarding new employees is fast and simple.

In conclusion, Companion Pet admins and employees are thrilled with their uniform program and how Uniform Stores addressed their pain points.

Holly summarized, “Uniform Stores has continuously made improvements to our ordering process and tailored the company’s scrub site to fit our needs exactly. They’ve been wonderful to work with!”

