

700% boost in appointment volume and boosted learner engagement

Aspiration Training is an education provider based in the UK. Working with people who are doing apprenticeships, they provide the education part of this training. They work across many industries including dental care, nursing, childcare, health and social skills, and more and run classes on each subject.

Challenges

No SMS integration and lots of sites to manage

In 2018, the university booked all appointments manually via spreadsheets. At the time, they only had about 400 members, people would ring up or email to make an appointment. There was no self-service option for students, no streamlined appointment booking process, and a high volume of calls.

1,815

Hours of admin
saved

700%

Increase in online
appointment

19K

Appointments
booked to date

Solution

They tested several different booking systems before deciding on the best fit

Their former scheduling system, Bookworm, didn't have SMS integration, meaning communicating with their learners was challenging. They wanted a tool that could allow them to send regular reminders while bringing their multiple sites into one place. Aspiration looked at six different appointment scheduling solutions before deciding to go with 10to8. After a month's training and onboarding, they implemented the tool across the dental apprenticeship classes at the start of August 2021.

Some of the features they implemented include:

- Online booking page
- Class bookings - high volume
- Automated reminders and confirmation emails and SMSs
- Zoom integration
- Calendar sync
- Service-specific availability
- Customized messaging
- Advanced reporting



Results

Successfully rolling out a fully integrated scheduling system across multiple parts of the business

Implementing an online booking system resulted in such an impressive improvement they **rolled the system out across other areas of the business**. Sign In Scheduling is now helping them schedule appointments for nursing, early years, functional skills, health and social care, and childcare. They are providing more support to their learners and the staff have less of an administrative burden. They have also **expanded their use of 10to8 into their Wales branch** at the start of 2022.

Results at a glance

- Quickly and easily onboarded all 10 teachers onto their system.
- 22% increase in appointments
- Scheduled close to 2,000 classes since the adoption
- Over 19,000 appointments booked
- 700% increase of appointments booked at their Wales branch
- 69% decrease in no-shows at their Wales branch.



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](#)