

Keeping people safe with lateral flow tests

LABx is an on-demand testing service. They provide quick and reliable testing for a variety of medical testing services including HIV testing and COVID-19 testing. They are based in Hong Kong and London, UK.

Challenges

Arranging COVID-19 tests for cruises

Towards the end of 2021, LABx partnered with Prenetics and was tasked with providing a range of lateral flow testing. They also partnered with Disney Cruises and were entrusted with arranging the lateral flow test bookings for anyone on all of their cruises. Mid-pandemic, LABx struggled to manage the large number of appointments they were taking. They began looking for a solution to help them manage these appointments and ensure everyone was tested, safeguarding against the spread of COVID-19.



Appointments
booked in one month



Customers
scheduled



Day onboarding and
launch

Solution

A speedy onboarding and thousands of appointments booked

LABx came to 10to8 in November 2021, after looking at other online appointment scheduling solutions. They had a quick trial and onboarding process and launched across all of their use cases on the 30th of November 2021 - less than a month later.

A few of the key features they adopted were:

- Automated online booking pages
- Multiple **booking pages in different languages** to provide services for clients overseas
- Automated **email and SMS reminders** and confirmations



Results

Sign In Scheduling for high volumes of vaccination bookings

Thanks to 10to8, LABx could easily manage the sheer scale of lateral flow testing. The solution was adopted quickly and they were able to take **over 16,500 appointments between their launch in November 2021 and the start of 2022.**

Over the next few months, they quickly scaled their use case with several upgrades and additional appointment volumes. To date, **they have taken over 293,500 bookings through Sign In Scheduling** and booked appointments for **over 163,900 customers.**

Results at a glance

- Over 16,500 appointments booked in one month
- Taken over 293,500 bookings to date
- Over 163,900 customers booked



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!

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