

TeleVet & PETPRO CONNECT™ FAQs

TeleVet-Boehringer Ingelheim Strategic Collaboration FAQ's

Q: Why are TeleVet and Boehringer Ingelheim choosing to work together?

We are excited to bring together the leader in veterinary pharmaceuticals with the leader in veterinary practice automation technology. Together, we can go even further and move even faster towards fulfilling our shared mission of improving the well being of veterinary practitioners and empowering them to provide the best care for their patients.

Q: Why did Boehringer Ingelheim select TeleVet?

Boehringer Ingelheim recognizes that in today's environment veterinary practices must employ technology to not only to survive, but to thrive. At Boehringer Ingelheim Animal Health we know that we are a trusted partner for our customers, and want to always offer you best in class products and services. After evaluating all of the technology solutions available to veterinary practices, we found that TeleVet's quality, innovation, progressive management team and singular focus on our customers and industry put them above all other competitors.

Q: Don't PetPro Connect and TeleVet do the same thing?

PetPro Connect and TeleVet both help veterinary professionals operate more efficiently, communicate well with pet owners and save time, but TeleVet offers much more by way of custom automations and advanced features.

Q: What does this alliance mean for the veterinary community?

You can look forward to many exciting and innovative solutions that will improve the care you give patients. Both companies are making a significant investment in bringing the best products and technology to market, and both bring unique capabilities to this strategic collaboration. Boehringer Ingelheim is already the trusted advisor to 85% of US veterinary clinics, and TeleVet is the market leader in practice automation software. Together, we foresee numerous benefits for the veterinary community. We will be making further announcements on our future plans in the near future.

Q: Will you be sharing my confidential patient or practice data with each other or anyone else?

We will never share any individual, identifiable customer, patient and practice data that you provide to TeleVet or Boehringer Ingelheim between our companies or with any other third party without your prior consent. We do believe one of the most exciting aspects of our partnership is our potential to transform and improve patient care in ways never thought possible. To tap into this opportunity, we may exchange or collaborate using fully anonymized and aggregated data, guaranteeing your confidentiality and that of your clients. See privacy policies for more detail.

Current PetPro Connect customers:

Q: My practice uses PetPro Connect. What does this mean for us?

Thank you for being a PetPro Connect customer. We value your business and our relationship, and we will continue to support and service you now. Our guiding principle going into this partnership is to ensure you experience no disruption in your service and that you continue to have access to all the features that PetPro Connect offers. We are confident that this partnership will result in better solutions that will save time, reduce stress and improve the care you provide to your patients.

Q: Are you discontinuing PetPro Connect?

TeleVet will become the primary platform offered by Boehringer Ingelheim because it offers many advantages over PetPro Connect. We look forward to sharing more information on TeleVet with you. We will continue to support and service PetPro Connect customers and you can be assured that any future upgrade or transition will be easy and not disruptive to your practice. We will be sharing details of our plans in the coming weeks and months.

Q: Do I have to move to TeleVet?

Existing PetPro Connect customers will not experience any disruptions in service while the PetPro Connect and TeleVet teams work together to create the premier veterinary platform of the future. We are developing specific plans for a launch and will communicate those plans in the coming months.

Q: Are you going to begin charging for PetPro Connect?

We have not yet finalized our pricing strategy, however you will not see any price changes in the coming year.

Current TeleVet customers:

Q: My practice uses TeleVet. What does this mean for us?

We thank our loyal TeleVet customers who have grown with us from our start to now, when we are the preferred technology provider for over 400 practices and over 500 veterinarians. We will continue to do what we have built our business on: delivering great products, providing fantastic customer service and improving the quality of life for the veterinary community. This partnership will allow us to move faster and offer more products and services to you.

Q: Will I have to switch to PetPro?

TeleVet will be the preferred technology for the future. Current TeleVet customers will remain on the TeleVet platform.

Q: Will you require me to prescribe BI products?

While you can look forward to us collaborating on many fronts, we will not be putting into place anything that restricts your ability to provide the best care, as you see fit.

Q: Is BI taking over TeleVet?

TeleVet will continue to operate as an independent company. Boehringer Ingelheim has made a significant investment in TeleVet, funds that will be used to grow the TeleVet team and accelerate the company's growth. TeleVet will retain its culture and management that have enabled it to grow and innovate quickly.

Q: What is happening with my TeleVet Customer Success representative?

Your TeleVet CSM will continue to service your practice and continue to be a trusted resource for you moving forward.



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