

TOM BURKE VOICE STUDIO

TimeDriver delivers a smooth rhythm to appointment scheduling

“My clients schedule approximately 160 appointments per month with me for voice training and coaching. Using TimeDriver to schedule these appointments reduced my administrative efforts by nearly 90% and improved my cash flow because clients now schedule in 24 hours instead of two weeks.”

Tom Burke
Owner

Tom Burke Voice Studio

Cash flow, administrative support frustrated creative coach

Tom Burke, a licensed speech-language pathologist is a busy professional with a hectic calendar. He provides voice coaching for students at Pace University and he also manages his own private voice and voice therapy lessons. Through bi-monthly emails to clients, Burke scheduled approximately 160 appointments per month. Clients either called him or replied via email to schedule an appointment. “Every night I came home and spent upwards of two hours returning

phone calls and emails. Frequently I sent out a general email to my clients with my availability and people emailed back with preferences. Double bookings were a problem,” recalls Burke. “On average, to schedule a client via the phone or email, from first contact to scheduled appointment, required two weeks. It was a nightmare for me to manage and frustrating for my clients—and the scheduling delays hindered my cash flow.”

Self-scheduling saves voice coach 450 hours in support

Through a Web search, Burke found TimeDriver and immediately was impressed by its ease of use, its ability to allow clients to cancel and reschedule without Burke’s interaction and its excellent price point. “Every two weeks I send an email to my clients with my availability for the next six weeks,” comments Burke. “My clients simply click on the TimeDriver link embedded in my email and select an appointment depending on the type of service they require from me. Within 1–3 days after I send an email, my available time slots are full.

“Customers frequently comment on how convenient and easy-to-use TimeDriver is. They can cancel and reschedule directly through my website and within a few days, without my involvement, the open slots are

filled again. TimeDriver provides a better customer experience and has become a competitive advantage. Previously, it took me two hours every night to return phone calls and emails. Now it takes me no more than 15 minutes, reducing my administrative work by nearly 90%. And during the day, I’m no longer spending time on the phone sorting out schedule conflicts but instead working with my clients. Now, 99% of my billable time is focused on working with my clients instead of email and phone tag and trying to fill open time slots. TimeDriver has brought a rhythm to scheduling my appointments which in turn has improved my cash flow and turned what was an administrative nightmare into a simple, easy task,” concludes Burke.



Tom Burke Voice Studio

Tom Burke is a licensed speech-language pathologist. He currently maintains a private practice in New York City providing voice training and rehab to Broadway singers, voice-over artists, broadcasters, and executives at Fortune 500 companies. He also services as adjunct faculty at Pace University’s Musical Theater Program.

Who?	Tom Burke, speech-language pathologist
How?	“Schedule Now” link in email
Usage?	1,900 appointments annually
Calendar?	Syncs with Google
Benefits?	Saved ~450 hours annually Decreased administrative scheduling time by 90% Scheduling with clients in 24 hours instead of 2 weeks Improved cash flow

timetrade
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