



Pico Clinics Case Study

How Pico Clinics Transformed Efficiency with Stackdrop's Retool Expertise

Overview

Pico Clinics, a leader in aesthetic medicine, operates multiple clinics across the globe, providing top-tier cosmetic treatments to an ever-growing clientele. Managing a network of international clinics is no easy task, particularly when tools and systems differ by region. Pico Clinics uses different systems to manage their clinics in North America and Europe, leading to fragmented operations. To deliver consistent client experiences and streamline operations, Pico Clinics partnered with Stackdrop to unify its systems, leveraging Retool to create a scalable, efficient solution.

Our role

At Stackdrop, we specialize in developing custom software solutions with unparalleled speed and precision. With Retool as our foundation, we helped Pico Clinics unify its operations under one robust system while prioritizing ease of adoption and global scalability.



The Challenge

Addressing Pico Clinics' Operational Pain Points



Fragmented Tools and Processes

Challenge

Clinics relied on multiple disconnected tools for scheduling, billing, and client management. This caused inefficiencies, particularly when clients visited multiple locations.

Impact

Staff spent excessive time bridging gaps between systems, leading to delayed workflows and inconsistent client service.

Opportunity

A unified system to centralize operations and enable staff to focus on delivering exceptional care.

"Switching between different tools for tasks was frustrating. The delays added up, and it sometimes felt like we were spending more time managing the system than focusing on clients," Rachel from the Vancouver clinic noted.



Fragmented Client Histories Across Locations

Client records and treatment histories were isolated within individual clinics, creating challenges in delivering a cohesive client experience.

Impact

Staff often lacked visibility into clients' past treatments, leading to service delays or incomplete information when clients moved between locations.

Opportunity

A centralized client management system fosters continuity in care and enhances the overall client experience.

"If a client visits another clinic, having access to their treatment history immediately would make it so much easier to provide quality service," explained Rachel.



Missed Opportunities for Data-Driven Decisions

Challenge

Limited reporting capabilities hindered clinics' ability to evaluate performance, client trends, and treatment outcomes.

Impact

Clinics lacked actionable insights to optimize services or make informed operational decisions.

Opportunity

Introducing analytics enables clinics to track success and identify growth opportunities.



Administrative Complexity

Challenge

Appointment management, consent forms, and inventory tracking processes varied widely across clinics, increasing administrative workloads and risks of non-compliance.

Impact

Staff struggled with inefficiencies and confusion, especially when adapting to local or regional requirements.

Opportunity

Standardizing workflows reduces administrative burdens, improves productivity, and ensures compliance across all clinics.



Operational Inefficiencies

Challenge

Inventory tracking, payment processing, and discount management were handled manually, increasing the risk of errors.

Impact

Clinics struggled with real-time inventory visibility and accurate billing, leading to revenue leakage.

Opportunity

Automating these processes reduces errors, improves billing accuracy, and ensures smoother operations.

"Tracking inventory manually is a time waste. With automation, this process will not only save time but also improve accuracy," Rachel mentioned.



The Solution

A unified system by Stackdrop

Stackdrop introduced a unified, centralized system tailored to Pico Clinics' specific needs. Built on Retool, the solution consolidated multiple tools and workflows into one intuitive platform, enhancing efficiency, improving consistency, and aligning processes across clinics.

Key Features Delivered by Stackdrop:

Appointment Management

Streamlined workflows for creating appointments, managing client data, recording treatments, and tracking products used.

Inventory Adjustments

Automated product logging and restocking workflows to enhance inventory accuracy.

Enhanced Billing

Options for manual or automatic deposits, support for multiple payment methods in a single transaction, and invoice editing capabilities.

Consent Form Workflows

Efficient handling of client and practitioner consent forms.

Data Centralization

Unifying client records to provide cross-clinic visibility and improve client experiences.

"The ability to customize the system to our specific needs—like handling multiple payment options and streamlining billing—is the best part. It shows how much thought has gone into making this work for us."

Implementation process

At Stackdrop, we believe in collaboration to deliver solutions that align with client objectives. Our proven process ensured a smooth rollout of the system while adapting to the unique needs of global clinics.

"The Stackdrop team was highly proactive during implementation. They identified potential pain points and scheduled regular meetings with clinic staff to ensure the system addressed real-world needs. They took the time to go through the system with us, and that made all the difference," Rachel noted.



Steps taken

Regular Feedback Loops

Ongoing sessions with clinic staff to ensure the system met real-world needs.

Feature Prioritization

Delivering a usable MVP within tight deadlines by focusing on the most impactful features.

Global Alignment

Adapting workflows to address regional differences, such as varying consent form requirements and payment methods.

Continuous Refinement

Incorporating iterative improvements based on feedback, ensuring faster adoption and reduced manual errors.



Results

Measurable Impact and Expected Outcomes

Though the project is ongoing, the solution has already begun addressing key challenges, with measurable outcomes anticipated post-deployment.

Ease of use

With everything consolidated into one app, staff will no longer need to log into multiple systems or switch platforms.

Improved Stability

Unlike the previous system, which logged out users every five minutes due to concurrent access limitations, the new system allows multiple staff members to work seamlessly without interruption.

Increased Productivity

The app is customized specifically for Pico Clinics, so daily workflows are optimized to save time and enhance efficiency.

Time Savings

Simplified workflows for inventory management and billing processes, reducing time spent on manual tasks.

Error Reduction

Automation of processes ensures accuracy in inventory tracking and billing, minimizing costly errors.

Enhanced Insights

Built-in analytics will enable data-driven decisions to optimize clinic performance and uncover growth opportunities.

"It will be so much easier to use just one app. Having everything we need in one place is a game-changer for our day-to-day operations," Rachel shared.

A Partnership for Excellence

Pico Clinics' journey with **Stackdrop** highlights how tailored software solutions drive efficiency. Using Retool, we've unified global operations, enhanced client experiences, and empowered clinic staff.



Want to streamline your business?

Drop us a message at hello@stackdrop.co !