

“There have definitely been new features Nextech has integrated into the system that I and others had voiced interest in.

We have seen a lot of changes and improvement. We appreciate working with a company that listens to their users.”



Mary Houghton
Clinic Manager

As a clinic manager of a busy eye care practice, Mary Houghton knows it's imperative for everyone on staff to understand exactly what their medical software tools can do. She appreciates how Nextech makes it convenient for her to learn about the latest technology updates, so she can keep her team informed. It starts with in-app alerts that link to detailed explanations.

“Pop-up messages about future updates appear when you log in. The messages contain links that you can click on to find out more, whether it's new features or fixes. I can read through them to see if there are critical updates coming that staff need to be aware of. I appreciate the reminder that something different is coming.”

There's also the annual user conference, EDGE. The multi-day event features dozens of workshops and skill sessions covering what's new with Nextech's solution. Houghton is a regular attendee and says her team has gained lots of practical knowledge from the event. She's even made friends from other practices over the years at EDGE.

“A few members of the practice recently joined me in attending EDGE for the first time. I saw one of my supervisors and she exclaimed, ‘Oh my gosh, I’m learning so much!’ I knew they’d benefit from going to EDGE.”

Nextech continually updates its software throughout the year and has another way of keeping customers regularly informed. Quarterly release parties showcase what's new and exciting in a relaxed, fun environment. Houghton prefers to attend the live events but likes that she can watch them on demand later as well.

“I would greatly encourage practice supervisors and leads to be involved in the release parties. If staff aren't able to participate live, I appreciate that we can sit down at a later time and share it. It's nice to have these quarterly check-ins to touch base and really see what's coming.”