

CASE STUDY: HOW LIVE HEALTHY HYDRATE TRANSFORMED OPERATIONS WITH A CUSTOM DYNAMICS 365 APP

Inner Join Technologies and Live Healthy Hydrate

OVERVIEW

Live Healthy Hydrate, a wellness-focused IV therapy spa based in Cincinnati, offers personalized hydration treatments designed to boost energy, immunity, and overall well-being. With a small but dedicated team of medical professionals, the practice emphasizes comfort, convenience, and quality care in every session.

However, the backend of their business operations was telling a different story.

THE CHALLENGE

Live Healthy Hydrate was originally using Pabau, a practice management platform designed for medical aesthetics and wellness practices. While Pabau offered an extensive suite of features, the platform quickly became more of a burden than a benefit:

- **Underutilized Functionality:** The small practice only used a limited set of Pabau's extensive capabilities.
- **Licensing Costs:** Despite minimal usage, the high cost of licensing made it financially unsustainable.
- **Scalability Concerns:** With expansion on the horizon, the team needed a system that could grow with them—on their terms.

The team needed a more streamlined, cost-effective alternative—something that delivered only the tools they used, and none of the unnecessary extras.

THE SOLUTION

That's where **Inner Join Technologies** stepped in.

Leveraging their expertise in Microsoft Dynamics 365, Inner Join created a custom application within Dynamics 365 Sales Enterprise tailored specifically to the operational needs of Live Healthy Hydrate. This solution provided:

- **Core Feature Replication:** Only the essential features Live Healthy Hydrate relied on from their previous system were recreated—no bloat, just functionality.
- **Automated Medical Screenings:** A major upgrade, this automation replaced time-consuming manual tasks and improved patient intake efficiency.

CONCLUSION

Live Healthy Hydrate's partnership with Inner Join Technologies highlights the power of a customized tech solution for small medical practices. By eliminating unnecessary complexity and embracing a tailored Dynamics 365 environment, they've positioned themselves for efficient, scalable growth—without sacrificing quality of care.

KEY BENEFITS

Cost Savings

No more paying for features they don't use.

Simplified Workflows

Streamlined processes mean less admin work and more time for patient care.

Scalable Architecture

Built on Dynamics 365, the app is ready to scale as the business grows.

WHAT'S NEXT

Inner Join Technologies isn't stopping at the basics. The roadmap for continued enhancements includes:

Integrated Tools

Future integrations with Microsoft Bookings, Document Signing, and Payment Systems will further centralize operations, creating a seamless experience for both staff and clients.

Sidecar App for Physicians

An upcoming lightweight app will allow physicians to quickly review and sign off on prescriptions with an intuitive, condensed interface—perfect for mobile use.

