

CUSTOMER HIGHLIGHT

How Bond Vet Scaled Its Pet Travel Services with GlobalVetLink



OVERVIEW

Bond Vet, a fast-growing veterinary care provider with a strong presence in urban markets like New York, Chicago, and Atlanta, faced a surge in demand for pet travel services. Yet, their internal systems struggled to keep up due to legacy workflows, manual paperwork, and varying regulatory complexities.

Through its partnership with GlobalVetLink (GVL), Bond Vet transformed pet travel certificate creation by automating data entry, streamlining compliance, and enabling veterinary teams to efficiently and confidently deliver travel documentation. The result? Significant time savings, improved team satisfaction, and measurable revenue growth.

KEY OUTCOMES AT A GLANCE



2x increase in travel documents handled with no additional headcount



50% reduction in time spent preparing certificates



23% growth in pet travel revenue during the most recent holiday season



700+ domestic and **100+** international health certificates issued annually



42 clinics now actively using GVL to power pet travel services

BOND VET'S CHALLENGE

As Bond Vet expanded across new cities, demand for pet travel documentation grew rapidly. However, internal workflows weren't equipped to handle the regulatory complexity:

- Limited awareness of domestic and international travel requirements
- Labor-intensive, error-prone certificate creation processes
- Doctor's hesitation due to time constraints and compliance concerns



“Depending on the country, it used to take up to 20 minutes just to review the requirements. We were copying and pasting from charts, converting to PDFs—it was inefficient and error-prone.

Shannon Hagan

Lead Travel Nurse at Bond Vet

OPERATIONAL EFFICIENCY & STAFF EMPOWERMENT

GVL enabled Bond Vet's centralized Travel Team to manage certificate creation efficiently, relieving doctors and in-clinic teams from time-consuming administrative work. This efficiency gain allowed the team to double its capacity for handling travel requests, without increasing headcount.

The platform's intuitive design also empowered the doctors to make real-time edits, like adjusting travel dates or addresses, without needing to rely on support staff.

GVL's SmartEngine technology also drastically reduced errors, giving medical and admin teams confidence in the accuracy of every certificate.



"Our doctors are now taking initiative to make updates themselves," Hagan shared. "They feel empowered again—they're not just following instructions. They have control, and that saves everyone time."



"We used to double-check multiple websites just to ensure compliance," said Debbie Glynn, Manager of Concierge Services. "Now it's all in one place, which saves time and ensures accuracy."



BUSINESS GROWTH

While multiple factors contributed to Bond Vet's success, GVL played a pivotal role in enabling the following:



23% increase in travel program revenue during the peak holiday season



20% overall revenue growth attributed to enhanced pet travel documentation



Improved client satisfaction, reflected in **higher Net Promoter Scores**



Greater ability to accept new clients in emerging markets due to **improved operational capacity**



"The increased efficiency we've seen through using GVL has helped us say yes to more clients," Glynn noted. "That's a huge win for both customer satisfaction and business performance."

TEAM IMPACT

The impact of GVL extended far beyond day-to-day efficiencies. It sparked an organizational shift in how Bond Vet approached pet travel:



Created a **dedicated Travel Team** to centralize and scale services



Expanded into **10+ new clinics** during the partnership, all seamlessly adopting GVL



More doctors became **USDA-accredited** thanks to simplified workflows



“Doctors who never wanted to become USDA-accredited now see how seamless the workflow is with GVL,” Glynn added. **“It’s made onboarding new vets into our program significantly easier.”**

PARTNERSHIP EXPERIENCE

Bond Vet considers GlobalVetLink a true strategic partner:

“GVL has been a phenomenal partner with first-class support,” said Glynn. **“Everyone is friendly, knowledgeable, and always willing to go above and beyond.”**



From customizing integrations to enabling multi-site scalability, the GlobalVetLink team has played a key role in helping Bond Vet grow without compromising compliance or client experience.

LOOKING AHEAD

As Bond Vet continues to expand and innovate, GVL remains a foundational part of its compliance infrastructure. Together, the two organizations are building a more efficient, scalable, and client-centered approach to pet travel documentation.

“GVL helps us work smarter, not harder,” said Hagan. **“And that benefits our staff, our doctors, and—most importantly—our clients.”**

