

Measurable Results.® – Great Lakes Veterinary Clinic

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My name is Randy Van Maanen and I am the owner of Great Lakes Veterinary Clinic. We've been in business for about 24 years. We started off as a mixed animal practice with equine and small animal, but currently grew to the exclusively small animal, dogs and cats, and have grown to be over 34 employees in the last 24 years.

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Several years ago, it was apparent that our accountant, at that time, did not have a full understanding of the veterinary industry, so many facets of the industry were difficult – the inventory, the sales tax was extremely difficult, and then having benchmarks. We needed something more. As the clinic grew, we needed not only an accountant, but we needed to have someone that was an advisor. So, upon the recommendation of a colleague, we investigated SVA and got to meet a few team members at the time and were completely blown away at their knowledge of our industry. The ability to benchmark our practice against other practices in the geographic area was priceless. It was mind-boggling to me to be able to have that much information when they come for our annual meetings. We usually meet twice a year face-to-face, we have other meetings that are our Zoom meetings, SVA comes with a complete agenda.

Not only do they review the taxes, but a large portion, the majority of the portion, is talking about where are we going to go, what are our challenges, is it employee retention, is it inventory management, all these things he talks about where we can grow and how we compare to other practices. So to come to us as owners of a practice and offer us an agenda that sounds more like a veterinary consultant than a tax preparer is priceless.

What sets SVA apart is three things. First of all, I knew that they could be trusted. When I met them and they explained to me their in-depth knowledge of the veterinary industry, I knew I could trust them for advice. Second thing was they were committed. They were committed to my practice and to helping me onboard my new bookkeeper, just holding her up and supporting her and helping her learn how to do QuickBooks. And the third thing is I know that he cares. He talks to me about my personal finances, my personal retirement, and my personal taxes, so he cares about me.

So, if you're looking for an accounting firm that is so much more than accounting, a business advocate, a business advisor that can help you grow your practice, I highly recommend SVA.

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