

What does audiology office management software really cost?

Executive summary: Sycle.net cost significantly more than HearForm over time and should not brag about offering free training and support.

When choosing an office management system for your audiology practice, it's important to calculate what your actual costs will be over time. The table below represents what HearForm customers have truly paid for their software over time. To provide a long term perspective, we have listed only those customers that have purchased HearForm at least 10 years ago. The longer the practice uses HearForm, the more they save over Sycle. These real-life examples of your colleagues were not cherry picked to favor our position. In fact, all other HearForm customers that purchased HearForm over 10 years ago, have paid even less in support costs than those displayed below.

Sycle currently promotes itself in full-page industry advertisements saying, "Free Unlimited Training and Support. No charge. Zip. Zilch. Nada. None." While it is technically true that they do not charge a separate fee for support, the following table may offer a different perspective...

- The 6th column on the next page represents the entire amount of support revenue HearForm has received from a given customer in the last 10 to 14 years. The 7th column displays a total including all software costs, all upgrades, support and training fees and special customization fees.
- We calculate annual Sycle.net subscription fees based upon the following formula... \$2,434 per year ... per location. (This is a lower price than Sycle lists on its website for a month-to-month subscription price. Sycle offers a two year pre-pay discount, (\$2,899) so we have included that special lower pricing to be fair to Sycle. We have also factored in their \$30 per month E-docs fee and \$52 Audiology Reporting fee. We have not included any of the other additional fees charged by Sycle for optional features (such as inflated billing fees.)
- The final column calculates how much each of our customers have saved using HearForm compared to having rented Sycle.net. Please keep in mind that even after paying those huge Sycle fees, your practice would still own nothing and must continue paying monthly subscription fees. If you sell your practice, the new owner inherits a monthly liability as opposed to a valuable asset.

Free Unlimited
Training
and
Support

No Charge. Zip. Zilch. Nada. None.



To get started today, visit:
www.sycle.net/Sycle

Or call
(888) 881-7925

Date Purchased	Years Ago	Practice Name (Redacted for Privacy) These are 100% Real Customers	State	# FT Offices	Total HearForm Support Fees	HearForm Software/ Support Total Paid	Total Cycle.net Support Fees	Cycle.net Grand Total Paid	HearForm Savings over Cycle
6/10/00	14	Adv*****	CA	2	\$298	\$6,500	\$0	\$68,152	\$61,652
8/1/00	14	Ora*****	CA	1	\$149	<\$6,000	\$0	\$34,076	\$28,076
5/5/01	13	Adv*****	CA	1	\$80	\$5,200	\$0	\$31,642	\$26,442
6/5/01	13	Cen*****	CA	1	\$80	<\$6,000	\$0	\$31,642	\$25,642
6/5/01	13	Ups*****	CA	4	\$240	<\$6,000	\$0	\$126,568	\$120,568
7/28/01	13	Wis*****	OH	5	\$80	<\$6,000	\$0	\$158,210	\$152,210
7/29/01	13	Adv*****	CA	1	\$80	<\$6,000	\$0	\$31,642	\$25,642
8/1/01	13	Hea*****	CA	1	\$80	<\$6,000	\$0	\$31,642	\$25,642
12/4/01	13	Ont*****	NY	2	\$229	\$10,500	\$0	\$63,284	\$52,784
12/7/01	13	Sou*****	NH	5	\$855	\$6,200	\$0	\$158,210	\$152,010
12/10/01	13	Qua*****	MO	1	\$80	<\$6,000	\$0	\$31,642	\$25,642
1/5/02	12	Cre*****	CA	1	\$80	<\$6,000	\$0	\$29,208	\$23,208
4/29/02	12	Pal*****	CA	3	\$149	<\$6,000	\$0	\$87,624	\$81,624
6/9/02	12	Adv*****	CA	2	\$40	<\$6,000	\$0	\$58,416	\$52,416
6/23/02	12	Epi*****	CA	1	\$455	\$13,000	\$0	\$29,208	\$16,208
7/22/02	12	Aud*****	MN	2	\$460	\$6,700	\$0	\$58,416	\$51,716
9/24/02	12	Har*****	NY	5	\$229	\$10,100	\$0	\$146,040	\$135,940
10/29/02	12	Cen*****	CA	1	\$298	<\$6,000	\$0	\$29,208	\$23,208
11/17/02	12	Ame*****	IL	2	\$149	\$6,200	\$0	\$58,416	\$52,216
12/29/02	12	Hea*****	CA	2	\$229	<\$6,000	\$0	\$58,416	\$52,416
2/25/03	11	Nor*****	AL	2	\$240	\$7,200	\$0	\$53,548	\$46,348

3/12/03	11	Ear*****	PA	1	\$160	\$8,900	\$0	\$26,774	\$17,874
3/13/03	11	Bir*****	MI	2	\$298	\$7,400	\$0	\$53,548	\$46,148
3/29/03	11	Kam*****	BC	1	\$160	<\$6,000	\$0	\$26,774	\$20,774
4/17/03	11	Adv*****	MI	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
4/22/03	11	All*****	MN	1	\$229	<\$6,000	\$0	\$26,774	\$20,774
5/5/03	11	Sil*****	FL	2	\$149	<\$6,000	\$0	\$53,548	\$47,548
5/7/03	11	Adv*****	OR	1	\$160	<\$6,000	\$0	\$26,774	\$20,774
5/23/03	11	Ful*****	CA	1	\$149	<\$6,000	\$0	\$26,774	\$20,774
6/12/03	11	Ear*****	OK	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
6/19/03	11	San*****	NM	2	\$80	<\$6,000	\$0	\$53,548	\$47,548
7/7/03	11	Dr. *****	VA	3	\$160	<\$6,000	\$0	\$80,322	\$74,322
7/7/03	11	Hea*****	CA	1	\$229	<\$6,000	\$0	\$26,774	\$20,774
7/10/03	11	Ado*****	AZ	1	\$320	\$8,900	\$0	\$26,774	\$17,874
8/18/03	11	Tim*****	UT	2	\$149	<\$6,000	\$0	\$53,548	\$47,548
10/15/03	11	Hea*****	CA	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
10/15/03	11	Wes*****	CA	2	\$149	<\$6,000	\$0	\$53,548	\$47,548
10/19/03	11	San*****	CA	2	\$80	\$6,900	\$0	\$53,548	\$46,648
10/21/03	11	Aud*****	TN	1	\$229	<\$6,000	\$0	\$26,774	\$20,774
11/20/03	11	Pal*****	SC	1	\$160	<\$6,000	\$0	\$26,774	\$20,774
12/5/03	11	Sum*****	SC	1	\$160	<\$6,000	\$0	\$26,774	\$20,774
12/11/03	11	Hea*****	MI	3	\$240	<\$6,000	\$0	\$80,322	\$74,322
12/12/03	11	Hea*****	MA	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
12/12/03	11	Hel*****	MT	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
12/12/03	11	Aud*****	GA	6	\$460	\$14,010	\$0	\$160,644	\$146,634
12/17/03	11	Kno*****	FL	2	\$80	<\$6,000	\$0	\$53,548	\$47,548

12/22/03	11	Bev*****	CA	1	\$240	<\$6,000	\$0	\$26,774	\$20,774
12/29/03	11	Bel*****	SC	1	\$80	<\$6,000	\$0	\$26,774	\$20,774
1/6/04	10	Hou*****	UT	3	\$368	\$6,800	\$0	\$73,020	\$66,220
2/17/04	10	Uni*****	FL	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
2/23/04	10	Adv*****	NM	4	\$80	\$6,900	\$0	\$97,360	\$90,460
2/27/04	10	Hea*****	MI	3	\$320	<\$6,000	\$0	\$73,020	\$67,020
3/3/04	10	Ass*****	LA	3	\$320	\$8,200	\$0	\$73,020	\$64,820
3/10/04	10	Cen*****	CA	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
3/12/04	10	Har*****	WA	2	\$480	<\$6,000	\$0	\$48,680	\$42,680
3/27/04	10	Whi*****	CA	5	\$298	\$7,300	\$0	\$121,700	\$114,400
4/8/04	10	Hea*****	CT	3	\$360	\$7,800	\$0	\$73,020	\$65,220
4/8/04	10	Ear*****	KS	7	\$160	\$15,025	\$0	\$170,380	\$155,355
4/18/04	10	Fri*****	CA	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
5/14/04	10	Ala*****	AK	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
5/16/04	10	Aud*****	NY	3	\$80	<\$6,000	\$0	\$73,020	\$67,020
5/25/04	10	Lon*****	CO	1	\$229	<\$6,000	\$0	\$24,340	\$18,340
5/31/04	10	Las*****	NV	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
6/18/04	10	Har*****	MA	1	\$229	<\$6,000	\$0	\$559,820	\$546,897
6/18/04	10	Mt.*****	OR	1	\$0	<\$6,000	\$0	\$24,340	\$18,340
6/22/04	10	HEA*****	KY	7	\$229	\$19,860	\$0	\$24,340	\$18,340
6/22/04	10	Dix*****	UT	4	\$320	<\$6,000	\$0	\$170,380	\$150,520
6/28/04	10	Ste*****	TX	1	\$80	<\$6,000	\$0	\$97,360	\$91,360
7/16/04	10	Doc*****	LA/FL	2	\$160	<\$6,000	\$0	\$24,340	\$18,340
7/17/04	10	Bet*****	UT	2	\$149	<\$6,000	\$0	\$48,680	\$42,680
7/20/04	10	The*****	FL	1	\$149	<\$6,000	\$0	\$48,680	\$42,680

8/19/04	10	Fam*****	NY	1	\$240	\$6,200	\$0	\$24,340	\$18,340
9/2/04	10	Pin*****	CA	4	\$240	\$11,200	\$0	\$24,340	\$18,140
9/8/04	10	Sou*****	CA	1	\$240	<\$6,000	\$0	\$97,360	\$86,160
9/8/04	10	Fam*****	ET	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
9/21/04	10	Cle*****	KY	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
9/27/04	10	Hea*****	WA	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
9/28/04	10	Tob*****	MA	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
9/29/04	10	TLE*****	UK	3	\$0	<\$6,000	\$0	\$24,340	\$18,340
10/2/04	10	Hea*****	NC	4	\$80	<\$6,000	\$0	\$73,020	\$67,020
10/7/04	10	Hea*****	DE	1	\$80	<\$6,000	\$0	\$97,360	\$91,360
10/13/04	10	The*****	MI	4	\$160	<\$6,000	\$0	\$24,340	\$18,340
10/18/04	10	Hea*****	CA	1	\$149	<\$6,000	\$0	\$97,360	\$91,360
10/18/04	10	Adv*****	NY	2	\$369	<\$6,000	\$0	\$24,340	\$18,340
10/26/04	10	Hea*****	TN	2	\$80	\$6,200	\$0	\$48,680	\$42,680
10/28/04	10	Pro*****	FL	1	\$229	<\$6,000	\$0	\$48,680	\$42,480
11/1/04	10	Hea*****	CA	4	\$240	<\$6,000	\$0	\$24,340	\$18,340
11/3/04	10	Adv*****	OR	1	\$149	<\$6,000	\$0	\$97,360	\$91,360
11/11/04	10	Dr.*****	NY	1	\$0	<\$6,000	\$0	\$24,340	\$18,340
11/17/04	10	Aud*****	WI	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
11/18/04	10	Sta*****	CA	2	\$160	\$8,175	\$0	\$24,340	\$18,340
11/19/04	10	Flu*****	MI	7	\$160	<\$6,000	\$0	\$48,680	\$40,505
11/30/04	10	Aud*****	MD	2	\$160	<\$6,000	\$0	\$170,380	\$164,380
11/30/04	10	Uni*****	FL	1	\$15	<\$6,000	\$0	\$48,680	\$42,680
12/5/04	10	Eas*****	WA	1	\$149	<\$6,000	\$0	\$24,340	\$18,340
12/6/04	10	Sus*****	IL	2	\$459	\$7,200	\$0	\$24,340	\$18,340

12/13/04	10	AC*****	LA	1	\$319	<\$6,000	\$0	\$48,680	\$41,480
12/14/04	10	Adv*****	NY	1	\$369	<\$6,000	\$0	\$24,340	\$18,340
12/16/04	10	Uni*****	AL	1	\$80	<\$6,000	\$0	\$24,340	\$18,340
12/21/04	10	Adv*****	NY	2	\$80	<\$6,000	\$0	\$24,340	\$18,340
12/29/04	10	Hea*****	NY	5	\$630	<\$6,000	\$0	\$48,680	\$42,680
9/19/05	10	Bel*****	CA	2	\$80	\$6,400	\$0	\$121,700	\$115,700
12/26/14	10	Eri*****	PA	1	\$80	<\$6,000	\$0	\$48,680	\$42,280