

What does audiology office management software really cost?

Executive summary: TIMS software costs significantly more than HearForm over time, while providing much less power and flexibility.

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 had purchased HearForm at least 10 years ago (Names Redacted for Privacy). The longer the practice uses HearForm, the more they save over TIMS. 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.

- The 6th column represents the entire amount of **Support** revenue we have received from a given customer in the last 10 to 14 years. The 7th column is a Grand Total including all software costs, all upgrades, support and training fees and special customization fees.
- The 8th column displays TIMS initial cost based upon TIMS \$4,800 price for the first office location and \$2,640 for each additional location. We calculate TIMS **MANDATORY** support fees based upon the following formula... \$1,320 per year... per location.
- The final column calculates how much each of our customers have saved using HearForm compared to having purchased TIMS software.

Date Purchased	Years Ago	Practice Name	State	# FT Offices	Total HearForm Support Fees	HearForm Software/Support Total Paid	TIMS Initial Cost all Offices	TIMS Total Support Fees	TIMS Grand Total Paid	HearForm Savings over TIMS
6/10/00	14	Adv*****	CA	2	\$298	\$6,500	\$7,260	\$36,960	\$44,220	\$37,720
8/1/00	14	Ora*****	CA	1	\$149	<\$6,000	\$4,800	\$18,480	\$23,280	\$17,280
5/5/01	13	Adv*****	CA	1	\$80	\$5,200	\$4,800	\$17,160	\$21,960	\$16,760
6/5/01	13	Cen*****	CA	1	\$80	<\$6,000	\$4,800	\$17,160	\$21,960	\$15,960
6/5/01	13	Ups*****	CA	4	\$240	<\$6,000	\$12,180	\$68,640	\$80,820	\$74,820
7/28/01	13	Wis*****	OH	5	\$80	<\$6,000	\$14,640	\$85,800	\$100,440	\$94,440
7/29/01	13	Adv*****	CA	1	\$80	<\$6,000	\$4,800	\$17,160	\$21,960	\$15,960
8/1/01	13	Hea*****	CA	1	\$80	<\$6,000	\$4,800	\$17,160	\$21,960	\$15,960
12/4/01	13	Ont*****	NY	2	\$229	\$10,500	\$7,260	\$34,320	\$41,580	\$31,080
12/7/01	13	Sou*****	NH	5	\$855	\$6,200	\$14,640	\$85,800	\$100,440	\$94,240
12/10/01	13	Qua*****	MO	1	\$80	<\$6,000	\$4,800	\$17,160	\$21,960	\$15,960
1/5/02	12	Cre*****	CA	1	\$80	<\$6,000	\$4,800	\$15,840	\$20,640	\$14,640
4/29/02	12	Pal*****	CA	3	\$149	<\$6,000	\$9,720	\$47,520	\$57,240	\$51,240
6/9/02	12	Adv*****	CA	2	\$40	<\$6,000	\$7,260	\$31,680	\$38,940	\$32,940
6/23/02	12	Epi*****	CA	1	\$455	\$13,000	\$4,800	\$15,840	\$20,640	\$7,640
7/22/02	12	Aud*****	MN	2	\$460	\$6,700	\$7,260	\$31,680	\$38,940	\$32,240
9/24/02	12	Har*****	NY	5	\$229	\$10,100	\$14,640	\$79,200	\$93,840	\$83,740
10/29/02	12	Cen*****	CA	1	\$298	<\$6,000	\$4,800	\$15,840	\$20,640	\$14,640
11/17/02	12	Ame*****	IL	2	\$149	\$6,200	\$7,260	\$31,680	\$38,940	\$32,740

12/29/02	12	Hea*****	CA	2	\$229	<\$6,000	\$7,260	\$31,680	\$38,940	\$32,940
2/25/03	11	Nor*****	AL	2	\$240	\$7,200	\$7,260	\$29,040	\$36,300	\$29,100
3/12/03	11	Ear*****	PA	1	\$160	\$8,900	\$4,800	\$14,520	\$19,320	\$10,420
3/13/03	11	Bir*****	MI	2	\$298	\$7,400	\$7,260	\$29,040	\$36,300	\$28,900
3/29/03	11	Kam*****	BC	1	\$160	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
4/17/03	11	Adv*****	MI	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
4/22/03	11	All*****	MN	1	\$229	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
5/5/03	11	Sil*****	FL	2	\$149	<\$6,000	\$7,260	\$29,040	\$36,300	\$30,300
5/7/03	11	Adv*****	OR	1	\$160	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
5/23/03	11	Ful*****	CA	1	\$149	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
6/12/03	11	Ear*****	OK	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
6/19/03	11	San*****	NM	2	\$80	<\$6,000	\$7,260	\$29,040	\$36,300	\$30,300
7/7/03	11	Dr.*****	VA	3	\$160	<\$6,000	\$9,720	\$43,560	\$53,280	\$47,280
7/7/03	11	Hea*****	CA	1	\$229	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
7/10/03	11	Ado*****	AZ	1	\$320	\$8,900	\$4,800	\$14,520	\$19,320	\$10,420
8/18/03	11	Tim*****	UT	2	\$149	<\$6,000	\$7,260	\$29,040	\$36,300	\$30,300
10/15/03	11	Hea*****	CA	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
10/15/03	11	Wes*****	CA	2	\$149	<\$6,000	\$7,260	\$29,040	\$36,300	\$30,300
10/19/03	11	San*****	CA	2	\$80	\$6,900	\$7,260	\$29,040	\$36,300	\$29,400
10/21/03	11	Aud*****	TN	1	\$229	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
11/20/03	11	Pal*****	SC	1	\$160	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
12/5/03	11	Sum*****	SC	1	\$160	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
12/11/03	11	Hea*****	MI	3	\$240	<\$6,000	\$9,720	\$43,560	\$53,280	\$47,280
12/12/03	11	Hea*****	MA	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
12/12/03	11	Hel*****	MT	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
12/12/03	11	Aud*****	GA	6	\$460	\$14,010	\$17,100	\$87,120	\$104,220	\$90,210
12/17/03	11	Kno*****	FL	2	\$80	<\$6,000	\$7,260	\$29,040	\$36,300	\$30,300
12/22/03	11	Bev*****	CA	1	\$240	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
12/29/03	11	Bel*****	SC	1	\$80	<\$6,000	\$4,800	\$14,520	\$19,320	\$13,320
1/6/04	10	Hou*****	UT	3	\$368	\$6,800	\$9,720	\$39,600	\$49,320	\$42,520
2/17/04	10	Uni*****	FL	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
2/23/04	10	Adv*****	NM	4	\$80	\$6,900	\$12,180	\$52,800	\$64,980	\$58,080
2/27/04	10	Hea*****	MI	3	\$320	<\$6,000	\$9,720	\$39,600	\$49,320	\$43,320
3/3/04	10	Ass*****	LA	3	\$320	\$8,200	\$9,720	\$39,600	\$49,320	\$41,120
3/10/04	10	Cen*****	CA	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
3/12/04	10	Har*****	WA	2	\$480	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
3/27/04	10	Whi*****	CA	5	\$298	\$7,300	\$14,640	\$66,000	\$80,640	\$73,340
4/8/04	10	Hea*****	CT	3	\$360	\$7,800	\$9,720	\$39,600	\$49,320	\$41,520
4/8/04	10	EarC*****	KS	7	\$160	\$15,025	\$19,560	\$92,400	\$111,960	\$96,935
4/18/04	10	Fri*****	CA	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
5/14/04	10	Ala*****	AK	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
5/16/04	10	Aud*****	NY	3	\$80	<\$6,000	\$9,720	\$39,600	\$49,320	\$43,320
5/25/04	10	Lon*****	CO	1	\$229	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000

5/31/04	10	Las*****	NV	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
6/18/04	10	Har*****	MA	1	\$229	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
6/18/04	10	Mt.*****	OR	1	\$0	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
6/22/04	10	HEA*****	KY	7	\$229	\$19,860	\$19,560	\$92,400	\$111,960	\$92,100
6/22/04	10	Dix*****	UT	4	\$320	<\$6,000	\$12,180	\$52,800	\$64,980	\$58,980
6/28/04	10	Ste*****	TX	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
7/16/04	10	Doc*****	LA/FL	2	\$160	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
7/17/04	10	Bet*****	UT	2	\$149	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
7/20/04	10	The*****	FL	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
8/19/04	10	Fam*****	NY	1	\$240	\$6,200	\$4,800	\$13,200	\$18,000	\$11,800
9/2/04	10	Pin*****	CA	4	\$240	\$11,200	\$12,180	\$52,800	\$64,980	\$53,780
9/8/04	10	Sou*****	CA	1	\$240	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
9/8/04	10	Fam*****	ET	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
9/21/04	10	Cle*****	KY	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
9/27/04	10	Hea*****	WA	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
9/28/04	10	Tob*****	MA	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
9/29/04	10	TLE*****	UK	3	\$0	<\$6,000	\$9,720	\$39,600	\$49,320	\$43,320
10/2/04	10	Hea*****	NC	4	\$80	<\$6,000	\$12,180	\$52,800	\$64,980	\$58,980
10/7/04	10	Hea*****	DE	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
10/13/04	10	The*****	MI	4	\$160	<\$6,000	\$12,180	\$52,800	\$64,980	\$58,980
10/18/04	10	Hea*****	CA	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
10/18/04	10	Adv*****	NY	2	\$369	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
10/26/04	10	Hea*****	TN	2	\$80	\$6,200	\$7,260	\$26,400	\$33,660	\$27,460
10/28/04	10	Pro*****	FL	1	\$229	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
11/1/04	10	Hea*****	CA	4	\$240	<\$6,000	\$12,180	\$52,800	\$64,980	\$58,980
11/3/04	10	Adv*****	OR	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
11/11/04	10	Dr.*****	NY	1	\$0	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
11/17/04	10	Aud*****	WI	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
11/18/04	10	Sta*****	CA	2	\$160	\$8,175	\$7,260	\$26,400	\$33,660	\$25,485
11/19/04	10	Flu*****	MI	7	\$160	<\$6,000	\$19,560	\$92,400	\$111,960	\$105,960
11/30/04	10	Aud*****	MD	2	\$160	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
11/30/04	10	Uni*****	FL	1	\$15	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
12/5/04	10	Eas*****	WA	1	\$149	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
12/6/04	10	Sus*****	IL	2	\$459	\$7,200	\$7,260	\$26,400	\$33,660	\$26,460
12/13/04	10	ACI*****	LA	1	\$319	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
12/14/04	10	Adv*****	NY	1	\$369	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
12/16/04	10	Uni*****	AL	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000
12/21/04	10	Adv*****	NY	2	\$80	<\$6,000	\$7,260	\$26,400	\$33,660	\$27,660
12/29/04	10	Hea*****	NY	5	\$630	<\$6,000	\$14,640	\$66,000	\$80,640	\$74,640
9/19/05	10	Bel*****	CA	2	\$80	\$6,400	\$7,260	\$26,400	\$33,660	\$27,260
12/26/14	10	Eri*****	PA	1	\$80	<\$6,000	\$4,800	\$13,200	\$18,000	\$12,000