

CASE STUDY

Lake Geneva Animal Hospital

IMPLEMENTING MANAGED IT SOLUTIONS,
INCREASES EFFICIENCY AND REDUCES STRESS

Lake Geneva Animal Hospital (LGAH) opened in 2001, providing the latest in veterinary care and “big city” services with a “small town” atmosphere. In 2008, LGAH opened another hospital in Walworth, Wisconsin. Without an in-house IT staff, they began looking to implement an outsourced Managed IT Service provider.

As the practice continued to grow, so did their problems. With no dedicated IT staff, issues were incurred on a weekly, sometimes daily, basis causing problematic downtime and frustration among the staff and owners. To go along with unexpected downtime, security was also a major concern. After a recommendation from another animal hospital, LGAH met with Elevity to implement a solution for their IT problems. Elevity assessed their technology needs and implemented a fully outsourced managed IT solution that included Hardware as a Service (HaaS) – including a server, multiple PCs and monitors, along with a continuity solution, secure firewall and 24/7 helpdesk support. Since implementation, LGAH has experienced minimal downtime and improvements in both locations efficiency and speed, while knowing their data is safe and secure in case of catastrophic failure.



Dr. Chris Welch
Owner,
Veterinarian

“We were looking to practice medicine, manage two hospitals and do things as efficiently as possible. It has been a true success story thanks to Elevity.”

The Challenge

With no in-house IT staff and their practice growing, so did their problems. After expanding to a second location, the animal hospital needed to improve their IT solution in order to stay up to date with equipment and technology and ensure their data was secure.

The Solution

Elevity provided a fully outsourced managed IT solution including Hardware as a Service (HaaS). Elevity implemented firewall services, desktop and server support, and hardware along with a dedicated continuity solution.

The Results

Problems that incurred on a daily or weekly basis no longer happen, their efficiency has increased and knowing their data is secure and safe has reduced stress tremendously allowing them to focus on their clients.



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