



Client Story

Veterinary Firm Moves Toward the Future of Pet Health

When this growing pet health system needed strong, modern infrastructure across its hundreds of locations to support future modern app ambitions, it turned to Insight for a solution to fit its unique needs.

The vision: Modern infrastructure to support transformative pet care

With over 35 years in the pet care business, this veterinary firm had acquired more than 900 animal hospitals across the country while remaining committed to the highest quality care. The client relationship began a few years ago with consistent engagement to transition newly acquired hospitals to the large firm's way of implementing and managing IT assets. Over the course of the relationship, Insight successfully modernized its credit card systems to improve speed, refreshed 12,000 devices and deployed technology for medication monitoring as part of modernizing the workplace for better employee and patient experiences, among other projects. A new project, called "Mod Up," would be the next step to continue the company's mission of providing the highest quality pet care.

After completing multiple IT projects with Insight by its side, this veterinary firm trusted us to modernize its infrastructure across ~900 locations and set the stage for digital transformation in the future.

Industry:

Veterinary health services

The challenge:

Lack of cohesion between existing animal hospitals and the disparate, outdated infrastructure across newly acquired ones

The solution:

Modern infrastructure and streamlined IT management for an easy-to-maintain IT landscape that would support future enterprise goals

Insight provided:

- Professional Services
 - Infrastructure modernization
- Consulting Services
 - Architecture design, implementation and oversight
 - Project management
 - Runbook creation

Leveraging partnership for an impactful solution

To modernize its network services, the client wanted to upgrade its infrastructure across 900+ animal hospitals. This project meant removing all the aging hardware and replacing it with fresh technology to achieve a best practices network state. The main drivers behind the project were to support a new voice-over IP phone system and an upcoming web-based app for the hospital branches that needed a more robust network infrastructure to run on. Through this transition to modern infrastructure, the organization was also able to consolidate IT management under the corporate standard, rather than individually managed locations. This change streamlined IT management with a standardized process and enhanced the quality of service for each location.

The outcome: Enablement of modernization goals and streamlined IT management

This network modernization project resulted in improved performance of the client's infrastructure and systems, allowing this pet health firm more freedom to innovate for its patients in the future. The consolidated IT management from Insight will streamline and address localized IT needs. As the organization moves away from acquisitions and toward building its own locations, it anticipates the need for modern systems work in the future. Lastly, with the new infrastructure in place, the client can pursue its modern web-based application project goals with confidence.

Benefits & outcomes:



Streamlined IT management
across the enterprise

Improved performance
of infrastructure
and IT systems



Delivered on time
and 10% or more
under budget

Modernized majority of 900+ locations



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