

Customer Profile



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Julie D. Smith, DVM,
Veterinary Surgical Associates

InfoPartners Provides Full Suite of IT Services for Specialty Veterinary Practices

Specialty/Critical Care Veterinary Medical Service Providers Rely On InfoPartners for All of Their IT Needs

There's no "typical" work day at Veterinary Surgical Associates (VSA) and its counterpart Veterinary Medical Specialists (VMS), successful Bay Area veterinary medical practices with locations in San Mateo, Concord, and Campbell, CA. VSA offers a variety of surgical options for small animals including soft tissue, orthopedic, and neurological procedures. VMS provides highly-specialized medical care including hospital-level facilities complete with an array of state-of-the-art equipment for oncology, internal medicine, critical care, radiology and numerous other services.

With a staff of more than 100 veterinarians, nurses and technicians and no onsite IT staff, the practices faced a variety of challenges that included:

- The need to share critical patient information among facilities, as well as such standard office functions as email, and medical record and billing information.
- Managing the wide array of applications used by the staff from medical imaging to email.
- The diverse skill levels of computer users ranging from expert to novice.

- The need for an extraordinarily dependable network.
- Scalability so that technical resources could keep up with business growth without breaking the budget.

On the medical side, our technology is inherently specialized," says Julie Smith, DVM. "We can't buy equipment that will be around for 15 years. We need state-of-the-art technology. From an operational perspective, web-based email is huge for us. Our staff members expect reliability - and InfoPartners has provided it with great IT support and services."

InfoPartners has been VSA's complete IT solutions provider for over three years, supporting the group's multiple Bay Area locations:

- InfoPartners recently established the entire IT infrastructure for the new Campbell, CA facility. This 42-node facility includes state-of-the-art technology such as a fully-automated system and application deployment, centralized role-based security policies and inter-office data transfer optimization.
- In order for veterinarians to be able to view medical records from their home offices, InfoPartners engineers visited each of the home offices to ensure technological compatibility.

- InfoPartners engineers visit each site weekly to ensure optimal performance of the two servers and 100 workstations linked within the facilities, maintaining hardware, installing software applications, and providing application training as needed.
- InfoPartners provides VSA with technical recommendations and support for a variety of industry-specific systems such as Eklin's DR (digital radiography) and PACS (Picture Archiving and Communications System). VSA's PACS manages large volumes of digital radiography information, such as MRI and x-ray data. Medical professionals can access this information at any VSA location.

"The technicians at InfoPartners are great people to work with. Management is very responsive." says Dr. Smith. "What InfoPartners has done for us is to smooth out our peaks and valleys so that our systems work well. We couldn't always say the same thing about our previous IT services provider. InfoPartners is thorough and detailed, helping us get the right IT solutions while staying within our budget."