



THINGS WE DO BETTER

The Top 8 Reasons Why You'll Want To Work With Us

1

We SPECIALIZE In Working With Veterinary Clinics and Hospitals.

That means we understand your incredibly hectic and stressful work schedule and WHY it's critical to remove obstacles, frustrations and technical problems so you can do what you do best – provide quality care for pets! We understand your desire to eliminate waste, extra steps, work-arounds and manual labor. We also have tech support available 24/7/365 since we know you don't work the normal "9-5" day, and can help you maintain the freedom to work remote while making sure you meet compliance standards for data security and backups.

2

We Have The Unique Ability To Navigate Your IT Needs – From Vision Through Long-Term Support.

We assist from vision to design and planning, to product specification through pricing and acquisition, to installation, implementation, documentation and project management, to post-project support of you and/or your users. This allows you to have one consistent team to work with that understands your environment, your people, how you work and your history, which means you don't have to waste time educating us.

3

We Have A Team Of Over 12 Certified Experts On Staff.

Unlike other IT firms, who have one or two guys trying to juggle multiple projects and wear various hats, we have a team of engineers on staff with diverse, specialized areas of expertise who work together to deliver the most effective and correct solutions to you. That means you'll always be able to get someone on the phone who knows YOU and understands YOUR environment and YOUR systems to provide helpful answers and quick resolutions of problems instead of having to talk to a complete stranger hundreds of miles away who knows nothing of you or your systems and wastes your time asking a lot of really dumb and annoying questions to try and "help" you.

4

We Use Our Vendor Partnerships To YOUR Advantage.

Having an advanced level of partnership with key vendors (EzyVet, Instinct, Covetrus, IDEXX, etc.) allows us access to special pre- and post-project assistance support levels that most "partners" do not have. We are able to provide the right solutions, priced right and validated by the vendor, so if any issues come up, we can get them resolved quickly and effectively.





THINGS WE DO BETTER

The Top 8 Reasons Why You'll Want To Work With Us

5 We Support Both On-Premise And Cloud Solutions.

Some IT firms won't offer or recommend cheaper cloud solutions because THEY make less money. Our philosophy is – and always has been – to offer what's BEST for the Clinic or Hospital not us. That's how we keep so many customers long-term. We'll base our recommendations on what YOU want and what YOU feel most comfortable with. Our job is to lay out your options, educate you on the pros and cons of each and guide you to the best, most cost-effective solution for you.

6 All Projects Are Completed As Agreed On And On Budget.

When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. We guarantee to deliver precisely what we promised to deliver, on time and on budget. We can offer our agreements on a fixed-fee basis so you know exactly what you're going to pay, not a penny more.

7 Our Experienced Team of Support Technicians Utilizes our Proven Veterinary "IT Standards of Care" to Reduce the Amount of Problems You May Experience.

We provide our customers with a proven method of managed support, which includes back-end maintenance and monitoring for issues, help-desk support with ticketing, including strategy and budget and asset/license life-cycle management. We have successfully provided these services to Veterinary Practices for 10+ years and can create a solution specifically for you and your team.

8 We Are One Of A Few Elite Microsoft Office 365 Partners In The Country that Specialize in the Veterinary Industry.

Migrating to Office 365 and other cloud solutions is NOT something you want to attempt on your own. There are many ways an improper setup can cause problems, systems that don't work, lost data and e-mail, and a host of other security issues – you need someone with experience. We have that experience – from a small general practice with 1-3 doctors to larger Emergency/Specialty Practices with 25+ doctors.

