



CASE STUDY CHARLESTON VETERINARY REFERRAL CENTER

COMPANY PROFILE

Charleston Veterinary Referral Center (CVRC) is a Charleston, South Carolina-based, 24/7 veterinary medicine provider specializing in specialty and emergency veterinary care.

BUSINESS CHALLENGE

When CVRC was in the initial architectural design phase, Michael Parks, Director of IT at CVRC, decided it was important to include a professional IT firm as part of the design team, in effect having reliable IT input from “the ground up”, instead of trying to integrate IT into the building post-construction. This enabled Catalyst to bring their considerable expertise into the process, effectively solving problems before they ever presented themselves.

Catalyst was instrumental in getting CVRC up and running, and with the equipment it needed from Day One. They utilize the veterinary industry’s leading software, **StringSoft**, which is used for medical record keeping, invoicing and billing, client communication, referring veterinarian communication, inventory, and other industry-specific applications. They also used **Microsoft Office**, **OpenOffice**, and digital imaging software (**Efilm**) a digital imaging server (**FusionPACs**).

At the time of engagement, CVR had no IT environment, as the building was being designed and constructed. “As a brand-new facility, it was important for us to have a scalable, flexible solution that could meet both our initial computing requirements, yet easily grow with us during our businesses’ ‘adolescent’ phase, which would likely involve significant increases in number of computers, network load, system users and the like,” stated Michael, adding, “We also wanted to have a system with a high degree of redundancy, as we are completely dependent on our electronic medical record system for all of our business needs. Catalyst also participated in the process of designing our network layout, jack locations in rooms, our camera and DVR system, access control system, and was involved with our IP-based phone vendor.”

SIZE

- *Approximately 50 employees, including veterinarians and support staff*
- *Approximately 40 desktop computers*
- *Planning to expand to 75-100 employees within a year*
- *In-house IT person*



“Running a 24/7 medical facility can present its share of IT issues which need to be resolved, and Catalyst has been there from the beginning, taking care of them for CVRC.”
- Dr. Alan E. Green, Chief of Staff at CVRC


SOLUTION

- *Two clustered, high-end servers*
- *Connected to a SAN for performance, reliability and redundancy*
- *Repurpose PACS server to a virtual server in the cluster*
- *Made the server the domain controller*
- *Added several Windows 7 virtual machines to run processes related to EMR software, access control system and credit card processing software*
- *Previously would have had to purchase or use dedicated PCs, increasing costs*

END RESULTS

“Catalyst helped design and deploy our entire IT infrastructure, so they have been a vital partner thus far in the life of our business. They allow me to sleep easy at night knowing that I have a company available with tremendous technical abilities and dedication to assist us in any emergency, or during our day to day needs. Catalyst has helped increase my time available for other duties as well,” says Parks, continuing, “Catalyst was creative and flexible in helping to design a cutting-edge system at a very reasonable cost. In fact, their system was far superior from a redundancy, performance, and scalability perspective to other vendors that I had worked with in the past, at an almost identical cost.”

- *In-house IT person freed up to handle day-to-days duties*
- *No major IT issues in first few months of business operation*
- *Staff able to concentrate on doing their jobs – treating animals*



“I would wholeheartedly recommend Catalyst to any business in need of IT support (and I have!) Unlike many companies, they design support, setup, deployment and purchasing to the specific needs of their customers, and are willing to be creative and flexible in every aspect of what they do. Their techs have an excellent skill set, interpersonal skills – in dealing with people with high levels of IT knowledge to none – and their management is vigilant over customer satisfaction.”
- CVRC’s in-house IT person, Dave Smith