

From Fragmented Connectivity to Seamless Operations: How Veterinary Hospital Achieved 24/7 Reliability with Granite's Managed IT Solutions

Challenges

- Prior to engaging the agent, the client was experiencing several challenges with their existing internet connectivity and IT infrastructure.
- The client's internet connectivity was a mix of direct relationships with various underlying carriers, which proved to be an inefficient and cumbersome process. This made it difficult for the client to meet critical installation and project management deadlines.
- Additionally, the client lacked adequate support from their carriers, further exacerbating the challenges in coordinating and executing their IT initiatives.
- The client's medical facilities, which are open 24/7 and do not have dedicated on-site IT departments, required a robust and reliable solution to ensure continuous operations and minimize downtime. The client was seeking a partner that could not only provide the necessary connectivity, but also effectively manage the deployment and ongoing support to meet their business needs.

Solutions

- After evaluating the client's requirements, the agent recommended Granite as the optimal service provider to address the client's challenges. Granite's expertise in project management and carrier coordination was a key factor, as the agent recognized the need for a partner that could reliably deliver on critical installation timelines.
- The solution leveraged Granite's suite of services, including dual-internet connectivity with Dedicated Internet Access (DIA) and Broadband. Additionally, the integration of Granite's edgeboot solution was a crucial component, as it enabled the client's 24/7 facilities to maintain continuous operations and streamline the mean time to repair processes.
- To further support the client's needs during the construction and temporary phases, Granite recommended the deployment of wireless 5G Cradlepoint units to provide reliable connectivity.
- The client was also attracted to Granite's Neustar integration, and the transparency offered through the Granite 360 platform, which provides valuable visibility and control over their account.

Customer Profile

Industry

Animal Healthcare Services

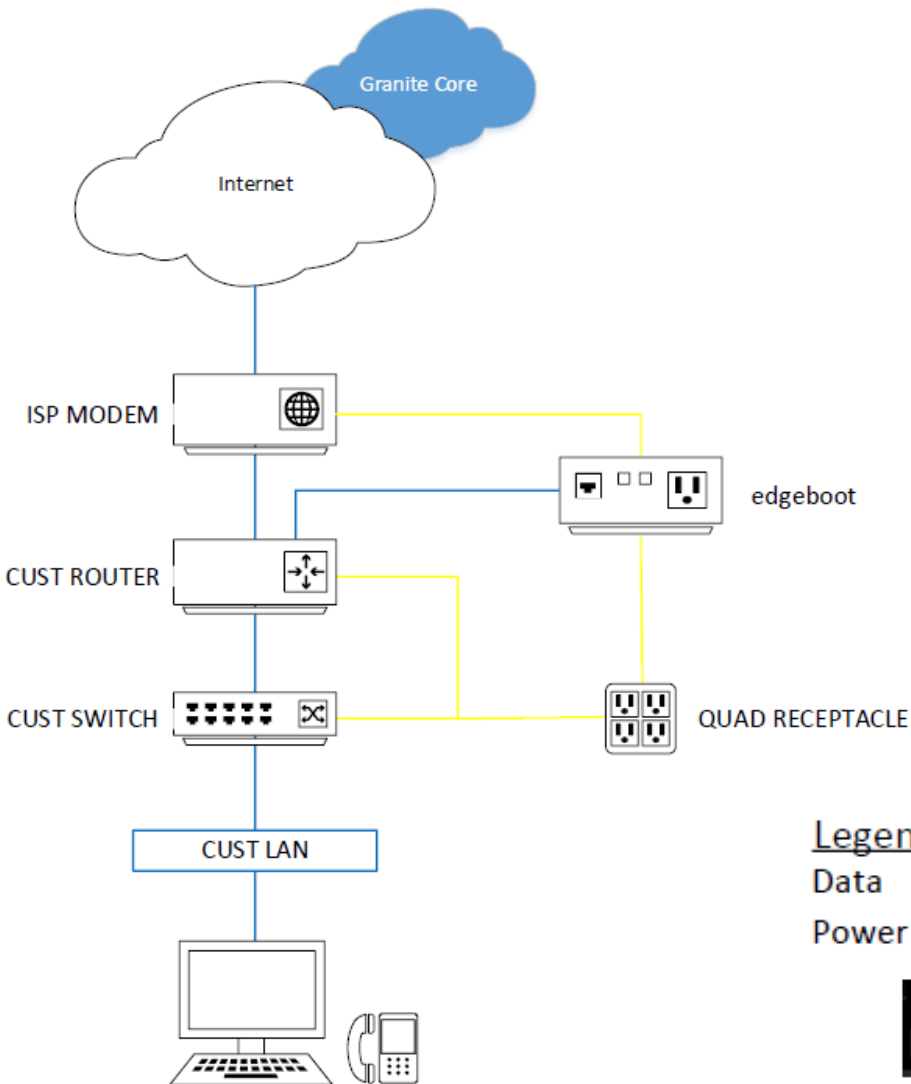
About

- 24/7 Emergency Animal Hospital
- More than 50 locations across the US
- Ongoing construction of additional facilities nationwide



Results

- The implementation of Granite's solutions has yielded significant benefits for the client. The new construction projects have been able to meet their target dates, allowing the client to continue operating their business, supporting their customers, and generate revenue. This has also enabled the client to be more aggressive in their growth strategy, as they can now confidently execute new facility openings.
- The Granite edgeboot solution has been instrumental in expediting the mean time to repair and process, resulting in a better experience for the client's on-site employees. The streamlined support and proactive monitoring provided by Granite have contributed to the client's ability to maintain uninterrupted operations, even in the absence of dedicated IT personnel at each location. So much so, that the client preordered fifty edgeboots units to account for existing site locations, with that number doubling by year-end to support the new construction that is currently underway, nationwide.
- Overall, the client has found great value in partnering with Granite, as the comprehensive solution has not only addressed their immediate connectivity and IT challenges but has also positioned them for continued growth and success in the highly competitive medical industry.



DESCRIPTION

Notables:

ISP Modem is single port
ISP Modem configured for static
edgeboot data link to customer edge
router for WAN connectivity

In the event that WAN data link is out
of service, edgeboot will trigger a
power cycle on it's AC receptacle
(which is connected to the ISP modem)

Legend

Data ————
Power ————

