

## Drove Veterinary Hospital

### Virtualized Domain Infrastructure replacing in-secure multi network workgroup setup



### Customer Situation

Drove Veterinary Hospital is the largest veterinary practice in the Wiltshire area boasting one state of the art hospital and 9 branches. The Drove Veterinary practice depends entirely on the successful running of their IT infrastructure, they operate 24 hours a day, 7 days a week, 365 days a year and so downtime is fatal.

The existing system was spread across multiple physical networks which meant users had to Remote Desktop into multiple machines to access different functionality such as POP 3 emails, Payroll and Accounting packages as well as their veterinary software Ventana. Unfortunately the system suffered frequent system outages and crashes, added to this they were unable to communicate and transfer data between systems.

The inadequate planning of the systems was exposed due to the rapid expansion of the practice with major communication issues becoming apparent.

### Solution

In 2009 enviz IT were brought in to assess the situation of the daily server crashes that were occurring at the main hospital. After a series of meetings between Drove Veterinary practice manager and Partners and senior enviz IT technician Jack Peploe, enviz IT were requested to analyse and provide a solution for the hospital's IT situation.

enviz IT demonstrated to Emma Smart Drove practice manager how the practice could benefit from the following; a domain infrastructure, virtualised environment, decommissioning some of the old servers and reducing the roles placed on the SQL database server.

One of the key factors enviz IT had to take into consideration was to cause minimal downtime due to the practices operating hours.

### Virtual environment

In order to reduce risk and cost, enviz IT implemented a new single server which would act as two virtual servers using VmWare EsXi HyperVisor. This then allowed enviz IT to implement Small Business Server 2008 to one virtual server as well as running Server 2008 R2 with remote desktop services to provide not only a virtual server environment but also a virtual desktop environment. This enabled Drove to continue using Thin Clients but also implement mini desktop PC's for more powerful applications. These

### Solution Overview

**Customer Profile** :: Drove Veterinary Hospital, a highly advanced veterinary group consisting of 1 main hospital and 9 branches spread across Wiltshire, with upwards of 100 employees.

**Country** :: UK

**Industry** :: Healthcare

**Situation** :: Dynamic fast growing company with a need to increase the features and stability of their current system.

**Solution** :: Implementing a virtualised environment as well as a domain infrastructure.

#### Products used ::

- Microsoft Small Business Server 2008 Premium
- Microsoft Server 2008 R2
- Microsoft Remote Desktop Services
- Microsoft Exchange Server 2007
- Microsoft SharePoint Services
- VmWare EsXi HyperVisor
- Microsoft Windows 7 Pro
- Microsoft Office 2010
- AVG Business Edition



were configured with virtual applications which contain a minor footprint but also enable the user to safely and securely access the application from anywhere.

### **Domain infrastructure**

Small Business Server 2008 Premium was the operating system of choice due to the low cost but abundance of features. The aim was to provide a secure environment by implementing individual logins as well as allowing systems to share data easily and securely.

### **Powerful messaging system**

Unlike with the previous POP3 system in place, which was frequently affected by slow speeds and virus attacks, the implementation of Small Business Server 2008 meant that Drove were able to take advantage of Exchange Server 2007. This enabled Drove to take complete control of their emails by allowing all users access to emails while opening additional features such as contacts, calendars, tasks and Out of Office assistant to name a few. Not only this but it allowed the Drove users to access emails via anywhere through Outlook, Outlook Web Access or even via their iPhone's.

**“By implementing various other improvements they have increased the speed and reliability of our IT system beyond all recognition! We have found them to be utterly focused in solving our IT issues and are always keen, helpful and willing to listen and work with us in moving our IT forwards.”**

**Practice Manager**  
Drove Veterinary Hospital