

TOSHIBA



SUCCESS STORY

Experienced husband and wife veterinarian team Andrew and Lena Ferguson are on a mission to build the best veterinarian practices possible to serve the Ipswich and Marburg area, located west of Brisbane.



Customer: Ipswich Veterinary Clinic
Country: AUS
Industry: Healthcare

The couple have established two veterinarian clinics to serve the region. Combined these two vet practices employ 20 staff including seven qualified veterinarians.

The Marburg Veterinary Clinic established in 2010 is situated just off the Warrego highway in the country town of Marburg.

According to Andrew the large Marburg clinic deals with both large and small animals from domestic pets through to farm livestock.

“Our Marburg clinic is one of the few vet practices that offer an after-hours vet service for all animals (large or small animals). This means our clients can call on us to provide the appropriate healthcare for their animals anytime of the day,” said Andrew.

He said the clinic is fully equipped to provide small animal surgical services from routine procedures to complex and even for emergency surgical requirements.

Based on the success of the Marburg practice they decided to expand their business by opening an additional clinic at Ipswich in December 2013.

The Ipswich Family Veterinary Clinic, situated at Pine Mountain road North Ipswich, principally deals with domestic pets including some exotic species.

TOGETHER
INFORMATION

“We are happy to see a range of pets from dogs and cats to birds, fish and reptiles. Our staff is dedicated to providing a warm and supportive customer experience in both times of joy and difficulties with their pets,” he said.

“We dedicate as much time as possible to the care of our customers and their pet family member and create a sense of safety and trust that each animal will be treated with utmost care.”

As with the Marburg clinic they are one of the few vet practices in the area to provide a 24hr emergency service. Both vet clinics offer specialist orthopaedic services saving clients having to travel to Brisbane to access this specialist service.

“One of the opportunities presented in establishing the new Ipswich clinic from scratch was to consider among other things the ITC requirements and associated equipment,” said Andrew.

He said that they explored a number of possibilities of how they would handle the process including which vendor could best handle the project.

“We sourced the market pretty extensively talking with our existing software vendors and some independent local communication and IT companies,” he said.

“Toshiba Managed Services has provided us with a one stop shop solution for all our IT, print, security and data storage requirements”

– Andrew Ferguson, Owner

“As luck would have it one of our vets is married to Andy, a consultant who works for Toshiba. We called Andy in and he explained that Toshiba was setting up a new division – Toshiba Managed Services.”

Andrew was informed that Toshiba Managed Services would be able to review their needs and provide the necessary hardware, software and support for their ITC needs.

“We had a discussion with the Toshiba Managed Services’ people and briefed them on our requirements including the specifications needed to run our specialised vet software program. Comparing all the offers it was clear that Toshiba Managed Services was able to satisfy the brief and importantly deliver it at a considerable saving over other vendors.”

He said that while the Ipswich site was completely new they took the opportunity to upgrade the Marburg clinic’s existing ITC environment at the same time.

“Toshiba Managed Services were able to fit out both clinics with ITC equipment which consisted of servers, desktop PCs, networked e-STUDIO MFDs and accessories. They also installed and configured the veterinarian specific software that manages all our client information. Toshiba also installed software which proactively monitors the whole ITC system,” he said.

“Toshiba Managed Services has provided us with a one stop shop solution for all our IT, print, security and data storage requirements. Running two busy vet practices means that our priority is being client focussed – not worrying about IT. Toshiba Managed Services has taken the worry out of our IT area letting us get on with helping our clients and their animals.”

Andrew said that their immediate future plans are to build by mid next year a brand new purpose built 700 square metre veterinary clinic at Marburg. He said he is confident that Toshiba Managed Services will continue to provide the ITC hardware, service and support for the new practice.

**Ipswich Family
Veterinary Clinic**
9 Pine Mountain Road
North Ipswich, QLD, 4305

Telephone
(07) 3202 1554

Website
www.ipswichfamilyvet.com.au

**Toshiba (Australia)
Pty Limited**
Bldg C, 12-24 Talavera Rd
North Ryde, NSW, 2113

Telephone
1300 974 202

Website
www.toshiba-business.com.au