



Strawbridge
Animal Clinic

Stress-Free IT
in
Chesapeake,
Virginia Beach
and Norfolk



Ntegra IT Solutions, Inc.

638 Independence Parkway

Suite 240

Chesapeake, VA 23320

Phone: 757-321-9880

Fax: 757-842-4839

Toll Free: 855-271-3603

CASE STUDY

Ntegra IT Solutions Provides IT Support To Strawbridge Animal Care and Exceeds Their Expectations

Strawbridge Animal Care transitioned to Ntegra IT Solutions after receiving inadequate support from another IT provider. Implementing NtegraCare Managed Services, Ntegra IT provided a solid IT support plan, aligned Strawbridge Animal Care's needs with their specific business goals and exceeded Strawbridge's every expectation.

Prior to working with Ntegra IT, Strawbridge Animal Care received IT support from an individual IT technician. During a complimentary assessment of Strawbridge's network, Ntegra IT found numerous missing critical patches and updates on workstations and servers while additional evaluations of the network revealed un-addressed malware and virus infections. Strawbridge was shocked to discover that their IT infrastructure was not being managed or monitored properly. Strawbridge's business information was dangerously vulnerable and significantly impacted by malicious threats.

With the immediate threats rectified and with the ongoing assistance from Ntegra IT Solutions, Strawbridge is now able to rest assured knowing their networks and servers are being properly monitored and maintained. Trudy Jones, Practice Manager at Strawbridge Animal Care, remarked, "It's like they're watching everything, and fixing it before it becomes an issue for us."



About Strawbridge Animal Care

At Strawbridge Animal Care, every client and patient obtains the professional, kind, and personalized attention that they deserve. Driven by a passion for pets, the Strawbridge staff is dedicated to providing the best veterinary care for a family's pet, in the most comfortable environment possible.

Strawbridge Animal Care, located in Virginia Beach, VA and maintains state-of-the-art equipment for veterinary diagnostic and therapeutic use. Their highly qualified, well-trained veterinary staff is dedicated to the welfare of every pet treated at Strawbridge, and provides continuing education for their staff as well as pet owners.

Strawbridge Animal Care is extremely happy with Ntegra IT's services.

"Steve came in with a great proposal, with a solution that took our budget into consideration. We didn't have deep pockets but we had a deep need. He took our budget and needs and put them together. He didn't try to sell us more than we needed."

"...he advised me from his perspective and experience with small businesses. The thing that really sold me, as the leader of the decision-making team, was the fact that he said we (Ntegra IT) like to do everything proactively so that you don't have to call us about problems."

— Trudy Jones, Practice Manager at Strawbridge Animal Care



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Choosing a Supportive and Knowledgeable IT Provider

Unaware of their network vulnerabilities, but recognizing that their current IT support was not effective, Strawbridge Animal Care advertised their need for an IT support company and received two responses: one from Ntegra IT and one from one of Ntegra IT's competitors.

Based on Strawbridge's experience with their previous IT technician, their leadership team chose the competitor's proposal. Justifiably, after finding inadequate services with a single IT support technician, Strawbridge conceded that the "deeper bench" of the competitor provided a stronger advantage in meeting their IT needs. But, after reviewing the competitor's final agreement, finding hidden costs and questioning whether a larger bench would truly mean better service, the Strawbridge leadership team decided on Ntegra IT. Ntegra IT built its proposal to align with Strawbridge's unique needs, customized solutions to meet with Strawbridge's budget, and was straight and honest upfront with its pricing.

Ntegra IT Solutions — Exceeding Strawbridge's Expectations in Every Way

Under its NtegraCare Managed Services offering, Ntegra IT is providing Strawbridge with monitoring, management, help desk, onsite/remote support services, vendor management, anti-virus/malware licensing, backup solutions and disaster recovery services.

To provide Strawbridge with more complete peace of mind, Ntegra IT works with Strawbridge's Line of Business (LoB) application vendor, IDEXX Laboratories, who develops the practice's Client and Patient Management System, Cornerstone. When problems arise with Cornerstone, Ntegra IT contact's IDEXX Support on behalf of Strawbridge and works with IDEXX support staff to correct the issue. This NtegraCare vendor management solution alleviates lengthy phone calls for Strawbridge's employees allowing them to focus on their clients and patients.

From a recent review provided by Trudy Jones:

"Strawbridge is a new Ntegra client and we will absolutely never switch. Ntegra continues to exceed our expectations in every way. Steve and the entire team are professionals and really know what they're doing. They make it so easy to do business with them. I've never had such a great relationship with an IT support company before. Not only did they have a solid plan to get our small business IT needs in line with our business goals, but Steve always delivers quality service, while keeping our budget in mind. They provide the fastest problem resolution and support I've ever experienced. They're just a terrific team to partner with."

About Ntegra IT Solutions

Founded in 2005, Ntegra IT Solutions is a Managed Service Provider (MSP) of professional IT solutions, providing the right solutions to small and medium businesses throughout South Eastern Virginia and North Eastern North Carolina. Endeavoring to become an extension of their clients' businesses, they provide uncompromising services customized for the Small and Medium Business (SMB) market. Ntegra IT Solutions can design, scale and implement cost-effective, enterprise-class, IT infrastructure solutions for the SMB market through their industry leading partnerships and expertise. Their solutions empower their clients by mobilizing their client's workforce, reducing their client's IT expenditures, and maximizing the return on their client's IT investment.

For more information about Ntegra IT Solutions and the NtegraCare Managed Service offerings, please call 757-321-9880.