CONNEX

POWERING WHAT'S NEXT

MSP4SMB · VETERINARY CLINICS

Every appointment runs on IT. Keep it running.

Managed IT for veterinary practices: internet, devices, practice software and backups, handled by one team that knows your clinic.

Bookings, patient records, X-rays, payments and the phones all depend on the same few systems. When one of them fails, the waiting room fills up. Connex brings enterprise discipline to small clinics: we keep the network up, the records backed up offsite and every workstation patched and protected, at a predictable monthly cost per device. You look after the animals. We look after the technology behind the visit.

24/7
Monitoring and threat watch on every device

2 lines
Fibre internet plus 5G backup that takes over on its own

Offsite
Backups of records and imaging, restores tested

1 call
One team for your IT and your technology vendors

WHAT IT DELIVERS FOR YOUR CLINIC

Resilience
Backup internet and offsite backups keep the clinic open when something breaks.

Operations
Front desk, exam rooms and imaging stations monitored and supported, with problems fixed early.

Security
Records and payments protected, and staff trained to spot phishing before they click.

Budget
Simple monthly pricing per device. No surprise invoices, no big-company contracts.

Practice software on a server in the back room? We can host it in the Connex Micro Data Centre, monitored and backed up offsite, so there's nothing left in the clinic to fail. See 02 on the next page.

BUILT AROUND HOW A CLINIC WORKS

Six things a clinic can't run without

01 Fibre internet & 5G backup

When the internet drops, so do bookings, cloud records and card payments.

Business fibre installed and managed for you, with a 5G line that takes over automatically if the main connection fails. A separate guest Wi-Fi for the waiting room, and its own network for imaging equipment.

OUTCOME

The clinic stays online, even when the line goes down.

02 Practice software, hosted

Practice software still running on a server in the back room?

Move it into the Connex Micro Data Centre (MDC): hosted, monitored and backed up, with secure access from the clinic and from home. No server to babysit, no closet to cool. Already on a cloud platform? We make sure the connection behind it never becomes the weak point.

OUTCOME

Your records, without the server room.

03 Offsite backup & recovery

One failed drive or one ransomware email shouldn't close the clinic.

Patient records, X-ray and imaging files, and every workstation backed up offsite, with a written recovery plan sized for your practice. Restores are tested, so you know it works before you need it.

OUTCOME

Recovery tested before you ever need it.

04 Managed devices & security

Shared front-desk and exam-room PCs that nobody has time to update.

Every device monitored, patched outside clinic hours and protected, with a 24/7 security operations centre watching for threats and a helpdesk your staff can actually call.

OUTCOME

Threats caught and contained, around the clock.

05 Email, accounts & staff training

Shared logins and a busy front desk are easy targets.

Microsoft 365 set up securely: individual accounts, shared reception mailboxes and multi-factor sign-in. Phishing simulations and short training sessions keep the whole team sharp.

OUTCOME

Staff who spot the scam before they click.

06 Remote access for on-call vets

Checking a chart at 11 p.m. shouldn't mean driving in.

Secure remote access to practice software and files for vets on call, and secure links between locations for multi-site practices.

OUTCOME

Records available wherever the vet is.

HOW IT WORKS

Hand it all off, or share the load

OPTION 1

Security & Compliance

Best when someone at the clinic handles day-to-day requests. Protection, patching and monitoring, with a block of support time each month.

OPTION 2

Fully Managed

Best when there's no IT person. Everything in Option 1 plus helpdesk, network and Wi-Fi, devices, printers and the software your team uses.

OPTION 3

Co-Managed

Best when you have an IT person or provider you want to keep. Our tools and escalation behind your people.

GETTING STARTED

01
Conversation
How the clinic works, what's frustrating, what's coming up.

02
Quick review
Internet, devices, practice software and backups as they are today.

03
Simple proposal
Which option fits, what's included and the monthly cost.

04
Onboarding
Devices enrolled and backups running, scheduled around clinic hours.

05
Ongoing care
Monitoring, support, monthly reports and regular reviews.

NOT SURE YOU NEED MANAGED SERVICES?

Take the 2-minute check

Answer a few quick questions about how IT is handled at your clinic today and see which option fits. It may say you don't need us yet, and that's a fine answer.

Take the check →

thinkconnex.com/ai/ai-smb

Pricing

Simple monthly pricing per device, so cost grows only as your team does. Hosting in the MDC, internet circuits, hardware and licensing are quoted up front and approved by you before anything is purchased. Want a number first? Ask for a ballpark.

About Connex

Serving organizations from Ontario to the Maritimes since 2009. Enterprise discipline and security, built for small practices without an IT department.

CONNEX

David Van Remortel

Founder & CEO

dvr@thinkconnex.com

613-900-4479 / 1-888-973-4165

Book a call: thinkconnex.com/go-book

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Veteran-owned. Veteran-operated. Built to execute.

2027: MAKING IT RESILIENT.