Nuvera's Workstation and Server Health Reporting allows New Ulm Regional Veterinary Center to review and plan ahead before IT troubles might occur.

About New Ulm Regional Vet Center

Industry: Veterinary

Location: New Ulm, MN

Nuvera Solution: Service Level Agreements with Workstation and Server Health Reporting

Website: nurvc.com

NURVC's Challenge

Pet and livestock owners are looking for the best care from their local veterinarians. New Ulm Regional Veterinary Center (NURVC) has been providing superior care for over 35 years from brilliant doctors with over 500 years of experience combined. With all of the small and large animal care they have to provide on a day-to-day basis, this leaves little time to review their important Information Technology infrastructure. They wanted to find a solution where they could learn about the status of their dedicated server and workstations before any issues may arise, and in a timely manner. Fortunately, with their Service Level Agreements with Nuvera they have priority access to experts in the industry, along with the latest IT monitoring solutions and tools.

"Allowing Nuvera to monitor our servers and workstations each month allows us to plan ahead, saving time and money, while avoiding IT headaches. We also get priority service if network issues were to occur."

– Cindy Wolf, Business Administrator

Why They Chose Nuvera

NURVC has been using a variety of Nuvera services for quite some time, so they were familiar with and have been impressed by the Nuvera team. Knowing potential issues are being taken care of by a team of local New Ulm IT experts provides peace of mind. After comparing Nuvera's IT monitoring services to the competition, they knew Nuvera's Workstation and Server Health solution would better meet their business needs. Already having a dedicated server set up through Nuvera to protect proprietary information has lead to added security. The server health reports and system alerts provide a simple yet detailed look into their IT equipment, ensuring it is performing at the expected level.

How The Product Has Helped and Their Experience With Nuvera

Service Level Agreements, along with the included Workstation and Server Health Reporting, helps NURVC plan for the future of their technology with the additional IT monitoring tools in place. Without having a dedicated IT department, NURVC is still educated about the status of their hard drive space, CPU usage, memory, server performance and potential issues. The maintenance monitoring process is automated, so by receiving this report monthly, Nuvera is made aware of security risks and can solve potential hardware and software issues before they even arise. NURVC can schedule regular meetings with Nuvera's IT experts to innovate together.

NURVC has received nothing short of excellent customer service and support from the local Nuvera team. IT outages can cause thousands of dollars of loss for a small business, which is why it was important for NURVC to securely protect their data and avoid potential Information Technology issues with the help of Nuvera.