

Objective One case study digital infrastructure



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The projects in the Digital Infrastructure investment cluster deliver both the roll out of broadband technology and importantly support this with business advice and training to maximise its use for business.

Modern Digital Infrastructure can be used to ensure connectivity across the globe and bring about long term improvements in business competitiveness. Key issues for Cornwall have been access to Broadband, business support to promote e-business as well as training to maximise ICT use for business, all of which have been tackled through this investment cluster.

Clifton Villa Veterinary Surgery

Clifton Villa Veterinary Surgery is a mixed veterinary practice with centres in Truro, Camborne and Tregony, employing six vets, ten nurses and two support staff.

Founding Partner Andrew Parker says:

“Broadband has allowed us to save a huge amount of time and offer a considerably better service to our clients. With support from **actnow**, we have installed a virtual private network connecting all our sites.

“This means that the records of all animals can be viewed on screen at all centres. If a client visits a different practice from their usual we are still able to access their records. This saves us having to make phone calls to check the history of an animal or check accounts. We can now offer a seamless instant service.

“In addition, we have broadband on a standalone computer, also part funded by **actnow**, and this is used to carry out ordering of drugs online. This is far more efficient and again saves us a considerable amount of time.

“Broadband also makes it so much easier to carry out research, which is often invaluable. This is particularly important to us as we are a veterinary nursing training practice. It is a terrific boon for the nurses who are studying for their Veterinary Nursing qualifications to be able to study online.

Andrew sums up: “Broadband has allowed us to vastly improve the service at our vets practice. The savings in time and efficiency can be spent providing better client service. Overall, this means we can compete more effectively and improve the profitability of the practice.”



Andrew Parker, founding partner of Clifton Villa Veterinary Surgery.

**For more information about actnow visit
www.actnowcornwall.co.uk.**