How Veterinary Hospital Achieved 24/7 Reliability with Granite's Managed IT Solutions.

Challenges

For a veterinary hospital group delivering emergency care around the clock, a more dependable IT infrastructure and modernization strategy was to keep pace with its nationwide growth.

Operating more than 50 facilities—many without on-site IT staff—the organization needed always-on connectivity to delivery emergency care, access medical systems, and ensure uninterrupted operations. As new hospitals were built and brought online, the need for consistent deployment, stronger network redundancy, and simplified support was urgent.

Fragmented Connectivity & Carrier Management:
Carrier-by-carrier procurement made it challenging to meet construction timelines and go-live dates. A lack of a single accountable partner created delays and communication gaps.

Minimal carrier support increased operational risk for locations requiring 24/7 uptime.

Limited IT Resources at 24/7 Facilities:
Most hospitals operated without dedicated on-site IT staff, yet required highly reliable connectivity to maintain clinical operations.

Outages and service degradations were difficult for staff to troubleshoot. Escalations relied on external

Escalating Operational Burden:
Managing mobility devices, data plans, and vendor communication became increasingly time consuming, stretching limited IT resources across a growing network of sites.

Routine tasks turned into operational bottlenecks, and leadership recognized that continuing with a fragmented approach would impede growth, scalability, and overall operational efficiency.

Customer Profile

Industry
Animal Healthcare Services

About
24/7 emergency animal hospital.

Solutions

Granite delivered a fully managed and scalable IT solution designed to standardize connectivity, strengthen uptime, and streamline deployment across all current and future hospital locations.

Solutions (Continued)

Dual-Internet Architecture for Always-On Reliability
- Dedicated Internet Access (DIA) paired with Broadband for failover protection.
- 24/7 reliability to support mission-critical systems and emergency operations.
- Nationwide carrier coordination handled entirely by Granite.

edgeboot® for Faster Issue Resolution
- Granite deployed edgeboot devices across all hospitals.
- Staff gained the ability to safely reboot network equipment with one click.
- Remote diagnostics and automation improved uptime and reduced service interruptions.
- The client pre ordered 50 units, doubling that number by year end to support new construction.

5G Wireless Cradlepoint for Temporary & In Construction Sites
- Granite introduced temporary 5G Cradlepoint units.
- Sites remained connected during build-out phases.
- New hospitals could begin operations quickly, even before wireline services were installed.

Granite 360® for Full Visibility & Account Control
- Consolidated visibility across all circuits, tickets, orders, and services.
- Real-time reporting and transparent account management.
- Streamlined communication for IT, operations, and administrative teams

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Results

By standardizing connectivity, introducing network redundancy, and deploying edgeboot across all locations, the veterinary hospital group achieved stronger uptime, faster issue resolution, and a more predictable technology environment to support its 24/7 operations. The organization now benefits from: Consistent, reliable connectivity across all hospitals, supported by Granite managed DIA, Broadband, and wireless failover.

- Significantly reduced mean time to repair, enabled by edgeboot automation and remote diagnostics.
- On time construction and site activation, supported by rapid 5G Cradlepoint deployments during build out phases.
- Streamlined support workflows for locations without on site IT staff.
- Greater visibility and control, enabled through the Granite 360 platform.
- A scalable, repeatable deployment model to support nationwide expansion.

With Granite managing connectivity, deployment, and carrier coordination, the organization's internal teams can now focus on clinical operations and strategic initiatives rather than troubleshooting outages or managing multiple vendors. The group now operates on a solid, standardized technology foundation that supports both day to day reliability and long term growth.

This partnership demonstrates how a unified network strategy — combining redundancy, automation, and centralized management — can transform IT operations for a 24/7 healthcare provider. The result is a modern, resilient infrastructure that strengthens operational continuity and reduces complexity as the organization expands.

The veterinary hospital group can now open new locations confidently, knowing every site will launch with consistent uptime, reliable connectivity, and fully supported IT infrastructure. With Granite as a trusted technology partner, the organization is well positioned for sustained, technology enabled growth nationwide.