



GIGABIT BROADBAND VOUCHER SCHEME

Westmorland Veterinary Group

Tithe Barn Veterinary Centre • Kendal Road
Kirkby Lonsdale • Cumbria • LA6 2HH
Contact: Ben Sapsford

All fibres great and small

Westmorland Veterinary Group provides veterinary care for pets and farm animals from its practice in Cumbria, operating with 39 members of staff across two sites; one in Kirkby Lonsdale and the other in Kendal.

At the Kirkby Lonsdale site the practice had been used to broadband speeds of just 10 megabits per second (Mbps) or worse. When sharing data with their other site across a team of 25 vets and qualified nurses with an administration team of 14 people, this meant a lot of waiting around for files to download.

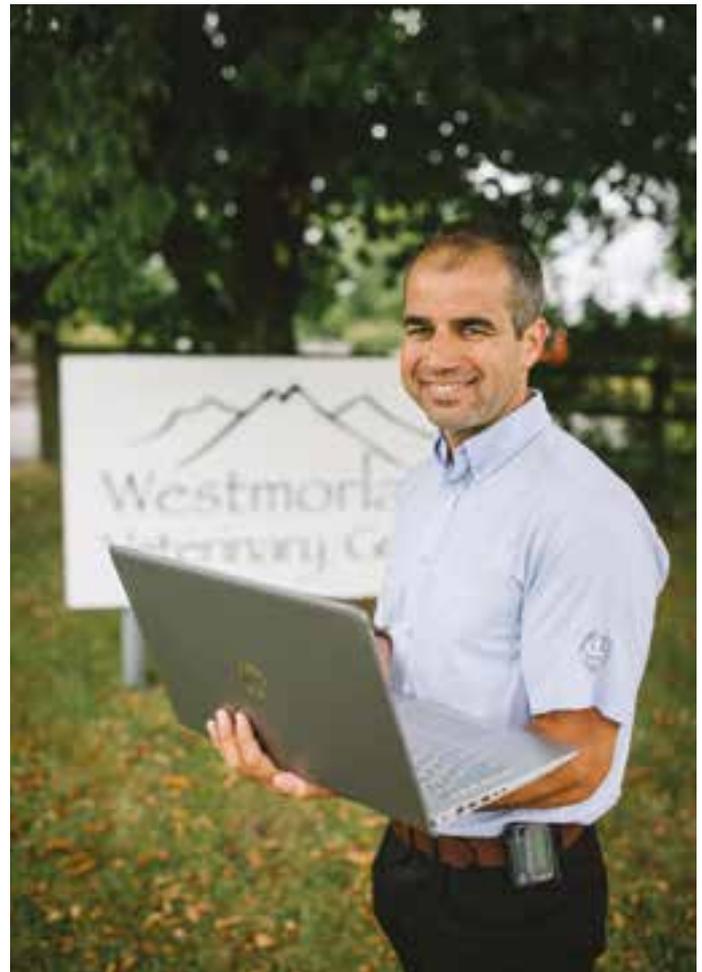
Ben Sapsford, Practice Director, knew that an improvement was on the horizon when he installed community fibre-to-the-premise (FTTP) connection with gigabit capable speed to his home. He said: "I knew that fibre would transform our lives at work because it had already made such a difference at home."

He made enquiries on behalf of the practice and settled on a connection and broadband package through B4RN (Broadband for the Rural North Ltd). B4RN applied for the cost of installation through the Gigabit Broadband Voucher Scheme and the new broadband connection was complete by May 2018. The practice now enjoys a download speed 1,000 Mbps or 1 gigabit for no more additional cost each month.

Ben commented: "Before our fibre connection we twiddled our thumbs a lot while we waited for things to download. This was frustrating staff, reducing our efficiency and impacting our ability to deliver excellent customer service. Now we are able to share and store large data files such as animal X-rays easily and work at high speed with Cloud-based software."

"We also have easy access to the online records that we have to complete for TB testing and other specialist software to back-up our critical data every few minutes. This has also transformed the ease at which staff can work remotely."

He added: "We are still getting used to the fact that we are connected and that it is reliable but now we can really plan for the future of our business."



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