

Background

Swaffham Veterinary Centre has been with VMIT since 2015, when the practice ran on just seven computers. Today it supports 30 staff across a busy clinical environment that includes networked diagnostic equipment, digital X-ray systems, medication management, and dedicated client-facing systems.

Veterinary practices hold a significant amount of sensitive personal data - client contact details, payment information, and clinical records - and operate under the requirements of the Veterinary Surgeons Act and RCVS guidelines. Data handling, system availability, and record integrity aren't optional. They're professional obligations.

What started as basic IT support has evolved into a long-term managed partnership, growing in step with the practice and its compliance needs at every stage.

The Challenge

Swaffham Veterinary Centre was facing several operational and technical challenges:



Compliance obligations

Requirements under the Veterinary Surgeons Act and RCVS guidelines placed clear expectations on data security and system integrity.



Data security risk

Research has shown that names of pets are among the most used - and easily compromised - passwords.



Growing infrastructure

As the practice expanded, so did their IT estate. More staff, more devices, and more networked clinical equipment requiring resilient, reliable connectivity.



Limited resilience

Reliance on local backup drives and limited redundancy left critical business data - including clinical records - vulnerable to loss or extended downtime.

The Solution

VMIT has supported the practice through each stage of its growth, introducing new infrastructure and security measures as needs evolved.

Server & resilience

A new server with built-in redundancy was installed, providing a stable foundation for the practice's growing clinical and administrative workloads.

Cloud backups

Offsite cloud backups replaced reliance on physical drives, protecting business-critical and clinical data against loss, damage, or extended downtime.

Connectivity

Working with communications partners, we delivered a cloud-hosted VoIP phone system and a 100x increase in broadband speed, enabling reliable connectivity and greater operational flexibility.

Security

Two-factor authentication was enabled across all email accounts. A segregated guest Wi-Fi network was introduced to isolate the practice's internal systems from public access.

Results



Compliance maintained

IT systems aligned with RCVS requirements and the Veterinary Surgeons Act, supporting the practice's professional obligations.



Stronger security posture

2FA, network segmentation, and cloud backups significantly reduced exposure to the data risks a veterinary practice faces.



Greater resilience

Redundant server infrastructure and offsite backups give the practice confidence that clinical operations can continue even in the event of a hardware failure.



Infrastructure built to scale

A 100x broadband upgrade and cloud-hosted communications have unlocked the flexibility the practice needs to grow and adapt.

Why VMIT?

Key Benefits

- A long-term partner that understands the practice's systems, history, and compliance environment
- Proactive, people-first IT support, not reactive fixes after something breaks
- Coordination with third-party providers for communications and infrastructure
- Security and compliance awareness built into every recommendation
- Ongoing support as the practice continues to evolve

Customer Feedback

“We have worked closely with VMIT for a few years now, and therefore felt confident that they could help when it came time for a server upgrade. Their attention to detail has been fantastic, saving us a lot of money, with virtually no downtime during the server swap over.

The team are very friendly and helpful, especially Martha whose attention to detail is amazing. We would recommend them for any IT services you may require.”

Helen Manning | Practice Manager, Swaffham Veterinary Centre