CASE STUDY

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Digital Healthcare for Animals: How Vetpraxisis Setting New Standards with Link11

Vetpraxis is a fast-growing practice management system for veterinarians and relies on Link11 as its strategic partner for DDoS protection. The cloud-based system, which is used by several hundred veterinary practices, requires maximum availability for smooth operation and uses Link11's Web DDoS Protection to achieve this.

Digital Transformation in Veterinary Medicine

Veterinary medicine is undergoing a profound digital transformation. As a cloud-based practice management system, Vetpraxis is revolutionizing the day-to-day work of veterinary practices and setting new standards in the digital healthcare of animals.

The increasing integration of cloud software in veterinary medicine enables practices to digitize critical workflows and make them more efficient. "This starts with appointment scheduling and also includes client and patient management and, of course, the entire billing process. Practices also have the option of controlling laboratory equipment or X-ray machines via our software," says Ben Klauke,

Owner of Vetpraxis. The software incorporates all aspects of day-to-day practice work into a single, user-friendly platform that meets the demands of veterinary medicine.

A special feature of Vetpraxis is its full mobility. Vets always have all appointments, contact details, findings, lab results and X-rays at their fingertips, even when they are on the move. This enables flexible and efficient work, ensuring optimal patient care whether in the practice, during home visits or in the stables.

The software allows veterinarians to focus on their core competence — the treatment and care of animals — while administrative tasks run efficiently in the background. By providing a comprehensive digital infrastructure, Vetpraxis contributes significantly to making veterinary medicine future-ready, while simultaneously improving the quality of patient care.

The Challenge: Maximum Availability of the Platform

While digitalization in veterinary medicine is a positive development, Vetpraxis faces a critical challenge: ensuring the constant and reliable availability of its cloud-based platform. This is essential for ensuring smooth practice operations. Customers have high expectations of the practice management system, as an outage could be catastrophic.

Vetpraxis has a heightened sensitivity to downtime: even one to two minutes of disruption is a significant problem for several hundred veterinary practices that rely on the system. The low tolerance for interruptions highlights the central role the platform plays in the daily operations of veterinary clinics.

According to Ben Klauke, the effects would be felt across all areas of practice life: "Whether it's billing, X-rays or labora-

tory tasks, as all of this runs via our software, these practice processes would come to a complete standstill." An outage would not only disrupt efficiency, but could also directly impact patient care.

The Solution: Proactive Protection Over Reactive Measures

Although the company has not yet experienced any direct cyberattacks, the team realized that a proactive approach was the best way to address the challenge. Platform availability is critical, so it was essential to implement a robust security solution before a problem could occur. "We need a partner we can blindly rely on at all times" Klauke emphasizes the critical importance of a reliable DDoS protection solution.

This forward-thinking strategy demonstrates the awareness of the need for cybersecurity in the modern digital landscape. Klauke and his team understand that in today's world, cyberattacks often go unseen and undetected until it's too late. By implementing comprehensive protection measures, Vetpraxis ensures that its platform is protected against potential threats.

When selecting the right security protection solution, Vetpraxis tested various providers and quickly identified three criteria that were particularly important to the company. One of these key factors was latency. As the practice management system is highly performance-oriented, it was critical that security did not impair platform performance.

"Link11's protection solution was the only one where latency was not a factor and, in particular, remained so 24/7."

Ben Klauke,
Inhaber von Vetpraxis

As Vetpraxis is used by several hundred veterinary practices, the protection of sensitive data was also a priority. Ben Klauke emphasizes: "This plays a particularly important role in the medical sector, so it was important for us to ensure compliance with GDPR guidelines."

In addition to low latency and GDPR compliance, reliable customer support was another key criterion. It is critical that a qualified contact is quickly available in the event of an emergency or if questions arise, so that users can be confident that the defense against potential cyberattacks is in capable hands.

At the end of the selection process, Link11's Web DDoS Protection emerged as the most compelling solution. The protection

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The software is characterized by intuitive usability, which makes the transition uncomplicated for practices. Vetpraxis offers numerous features and regular updates that make everyday practice management easier:

- Online registration forms
- Extensive examination templates for structured and quality-assured records
- Client and patient management
- Complete billing system
- Integration of laboratory and X-ray equipment
- Digital workflows for the entire daily practice routine
- Daily updated medication lists
- Adaptations to new legal standards

solution is characterized by several unique features that significantly optimize platform performance.

Compared to other providers, Link11 impressed with consistently low latency times. Link11's DDoS protection was the only solution where latency remained consistently low without impacting performance.

Despite being a fully automated security solution, Link11's team of experts is always available, working closely with Vetpraxis. This ensures that any questions and changes can be addressed and implemented quickly.

These technical features make it possible to provide a high-performance and secure platform. The combination of low latency, automated protection, and flexible support creates the foundation for the reliable and efficient operation of Vetpraxis.

From Data Protection to IT Security: Vetpraxis and Link11 in Action for Veterinarians

The collaboration between Vetpraxis and Link11 is marked by several factors that have contributed to its success. These include technical excellence, customer-oriented support, reliability, and compliance with important regulatory requirements.

Link11's flexibility and adaptability to special requirements have also contributed to the success of the partnership. Klauke emphasizes: "Even when we had a special request and were looking for solutions for certain requirements, they always immediately tried to find a suitable solution in our interests." This responsiveness to individual needs has strengthened trust in the partnership.

Link11's approach, which offers fast, accurate protection, easy integration and operation, and 24/7 customer ser-

"With a partner like Link11 in the background, you can be confident that everything will run smoothly round the clock."

Ben Klauke,
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vice, perfectly matches Vetpraxis' needs. The combination of technology and service allows Vetpraxis to implement a robust security infrastructure without compromising usability or performance. Additionally, the personal component of the collaboration was also a key factor in its success. "We attach great importance to friendly and competent support, and the entire Link11 team really impressed us," explains Ben Klauke. This positive interpersonal dynamic has created a trusting working atmosphere.

Ultimately, Link11's holistic approach made a significant contribution. "We want to be the partner that has our customers' backs, optimizing and delivering our solutions so that our customers can really just focus on their day-to-day business," says Jürgen Schreiner, Account Executive at Link11.

Vetpraxis' proactive approach to implementing a reliable and efficient security solution has not only minimized potential risks and created a solid foundation for future growth and innovation. This forward thinking strategy now allows the company to focus further on developing its services for veterinary practices without having to constantly monitor potential security threats.

LINK11