

## ARO Systems' Proactive Flood Protection for Rochester Veterinary Clinic



### Client Overview:

Rochester Veterinary Clinic is a well-established, privately owned practice in Northern Victoria, serving Rochester and its surrounding communities. Known for its dedicated care of pets and animals, the clinic has built a solid reputation. With a wide range of services and a loyal clientele, Rochester Veterinary Clinic relies heavily on its advanced diagnostic equipment to maintain its high standards of care. A vital piece of this equipment is its X-ray generator, a critical diagnostic tool essential for treating various animal health issues.

The clinic has been a valued partner of ARO Systems for over ten years, a relationship built on trust, reliability, and consistent service delivery. ARO Systems has maintained and serviced the clinic's X-ray system, ensuring it remains in excellent condition despite being over a decade old.

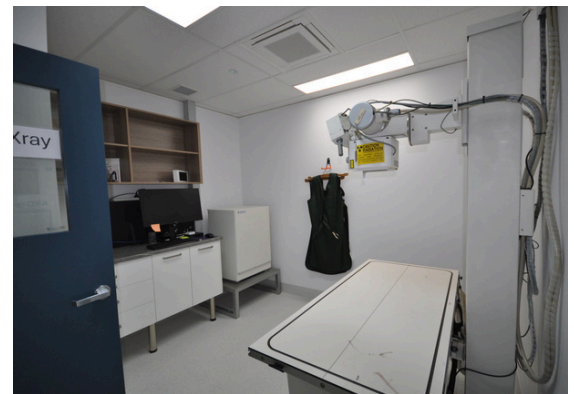
### The Challenge

In October 2022, Rochester Veterinary Clinic faced an unexpected and severe flood crisis that threatened the premises and its crucial veterinary equipment. The flood posed a significant risk to the clinic's operations, especially its aging yet essential X-ray generator and digital imaging system. Despite its age, the equipment, thanks to ARO Systems' regular servicing and maintenance, was functioning optimally and was critical to the clinic's day-to-day operations.

Rising floodwaters placed the X-ray system at imminent risk of electrocution and irreversible water damage. Losing this equipment would have been catastrophic for the clinic, leading to significant financial strain and operational disruption. However, budget constraints made immediate replacement unfeasible, making it imperative to find a solution to protect the equipment and ensure the clinic's ability to continue providing diagnostic services during and after the crisis.

### The Urgent Solution Needed

The clinic urgently needed a swift and effective solution to protect its valuable equipment from the encroaching waters. This was not just about safeguarding the X-ray system; it was about ensuring business continuity, preserving the clinic's ability to serve the community, and avoiding the high costs associated with equipment replacement.



### **ARO Systems' Proactive Approach: A Partnership Built on Trust**

As the flood escalated, Rochester Veterinary Clinic contacted ARO Systems, leveraging their long-standing partnership and trust. Understanding the critical nature of the situation, ARO Systems immediately mobilised to provide both short-term and long-term solutions.

#### **Immediate Action:**

ARO Systems advised the clinic to power down and secure the X-ray system to minimise the risk of electrocution and damage as floodwaters rose. This quick and decisive action ensured that the equipment was not exposed to electrical surges that could have rendered it inoperable. ARO Systems' deep understanding of the clinic's equipment and needs enabled them to provide precise and practical instructions, reducing the risk of equipment failure at a crucial moment.

#### **Custom Solution Implementation:**

Once the immediate threat was managed, ARO Systems focused on designing a long-term solution to safeguard the clinic's diagnostic capabilities against future flooding incidents. The team worked closely with the clinic's staff to design and install a custom steel platform, elevating the X-ray generator and other critical components above the anticipated floodwater level. This elevated platform was designed for the clinic's space and equipment requirements, ensuring that all vital functions could be maintained even in future flooding.

### **Dr Keith Fletcher, Partner and Veterinarian at Rochester Vet Clinic, highlights the collaborative effort:**

*"ARO Systems has always been a trusted partner, but their response during the flood crisis exceeded our expectations. Their expertise was invaluable, from advising us on immediate protective measures to designing a custom steel stand for the X-ray generator. They also assisted us with shielding requirements as we expanded to a new facility. It's not just about servicing equipment; it's about understanding our needs and being there when we need them the most."*

### **Results: Safeguarding Equipment and Ensuring Operational Continuity**

Thanks to ARO Systems' proactive and thoughtful approach, Rochester Veterinary Clinic successfully protected its X-ray equipment from flood damage. Eighteen months later, the equipment remains fully operational, a testament to the effectiveness of ARO Systems' maintenance and emergency response strategies. The clinic did not face any disruption in its diagnostic services, maintaining uninterrupted care for its clients during and after the crisis.

### **Operational Continuity and Cost Savings:**

The clinic avoided the high costs of replacing the X-ray system, which would have been financially burdensome and logistically challenging given the equipment's critical role. By implementing ARO Systems' flood protection solution, the clinic saved on immediate replacement costs and preserved its ability to continue delivering essential services.

