Ascend – Hardware Requirements

An outline of hardware requirements for consideration as you plan your cloud migration

Ascend Hardware Recommendations

Overview

As a cloud / browser based practice management system, Ascend provides a high level of flexibility and mobility. It allows your practice to move away from investing in server hardware and operating systems, that has traditionally been supplied with on premise solutions.

As a result, we can now recommend hardware dependant on the use case within the Practice. There is a wide choice of devices that are capable of running Ascend software including standard spec PCs, high spec PCs, Apple devices and tablets.

Most of the current hardware in your practice can be suitably repurposed for use with Ascend with one significant exception of 'thin clients' this includes Axel and Wyse terminals – these will not be compatible for use with a cloud solution and will need to be replaced.

Whilst the following gives insight as to the options and ideas for use of hardware throughout your practice as you plan your journey to a cloud solution, your Covetrus experts will assess your current hardware to ensure future compatibility dependant on your practice bespoke needs.

Infrastructure

Infrastructure can remain unchanged and supply the backbone for all static devices.

- Communications Cabinet with patch panel
- CAT5 or above cabling
- Network Switches minimum speed 1GB
- On premiss storage devices e.g., NAS
- Appropriate Wi-Fi infrastructure

While it is not essential it is recommended that your practice has a dedicated internet connection away from other services such as phone systems, PDQ card machines or client Wi-Fi access.

Internet Requirements

Cloud based solutions require a stable business grade internet connection. We would recommend a minimum of a FTTC connection, with at least the following speeds:

Terminal QTY	Minimum Downstream Speed (mb)	Minimum Upstream Speed (mb)
5	12	1.5
10	16	2
20	32	4
40	64	8

*Excludes any requirements for other internet usage E.g. Email / browsing / cloud backups

Printing and Document archiving

Printers should be PCL compatible with a Network Interface.

- A4 Invoice and Document printing
- All in one small business printer (Printer, Document Scanner, FAX)
- Star Label Printing

Reception and check in

Kiosk self-services check in
- Small footprint PC with Client facing touch screen monitor
- Client facing Touch Screen Laptop
- Stand mounted Android / Apple Tablet

Reception Desk
- Small footprint PC with larger monitors for easy diary viewing
- A4 Document printing / Document archiving
- Label Printing
- Barcode scanning
- Links to PDQ machines and payment methods

Where Reception staff wish to be a little more interactive with clients a Tablet would allow Reception staff to visit the Client's seat, check them in and take details.

An available Tablet would also allow use in the car park where a Practice is operating within COVID-19 guidelines or other restrictions.

Consulting and Surgeries

- Small footprint PC with appropriately sized monitor
- High spec PC with high resolution monitors for processing, viewing, diagnosing X-ray, Ultrasound, CT, MRI, and other media
- Label Printing

Where practices wish to be a little more creative within Consulting a Flip/Touch screen laptop would allow mobility within the consult room and provide an option to take photographs of the pet.

A second Client facing monitor could be deployed in Consulting to allow display of X-rays and other media of interest to the Client without compromising Ascend and other activity on the PC.

Pharmacy and Dispensing

- Small footprint PC with appropriately sized monitor
- A4 Document Printing
- Label printing
- Barcode Scanning

Diagnostic and Imaging

This area gives a wide choice depending on how the practice use the Diagnostic and Imaging Suite.

- Small footprint PC with appropriately sized monitor
- High spec PC with high resolution monitors for processing, viewing, diagnosing X-ray, Ultrasound, CT, MRI, and other media
- Apple Mac for its reputation in working with multimedia applications
- Laptop or Tablet for flexibility and mobility
- Links to Diagnostic & Imaging Devices

Prep, Clinical areas and Kennels

This area gives a wide choice depending on how the practice work in these areas.

- Small footprint PC with appropriately sized monitor
- High spec PC with high resolution monitor for processing, viewing, diagnosing X-ray, Ultrasound, CT, MRI, and other media
- Apple Mac for its reputation in working with multimedia application.
- Laptop for flexibility and mobility
- Additional Monitors in Theatre for viewing diagnostic images during Opps
- Android / Apple Tablet for flexibility and mobility. Writing up observations and TPR
- Whiteboard
- A4 Document Printing
- Label Printing

Laboratory

- Small footprint PC with appropriately sized monitor
- Links to Laboratory Analyser equipment
- Links to Fridge and other telemetry monitoring software

Administration and Office Space

- An ideal place to add a high spec PC to control print jobs and lab integration.
- Small footprint PC with appropriately sized monitors
- Higher spec PC where more demanding Apps are used for Accounts, Payroll etc
- Laptops for remote and hybrid workers
- A4 document printing and document archiving
- Label Printing
- Links to Franking and other bound activities
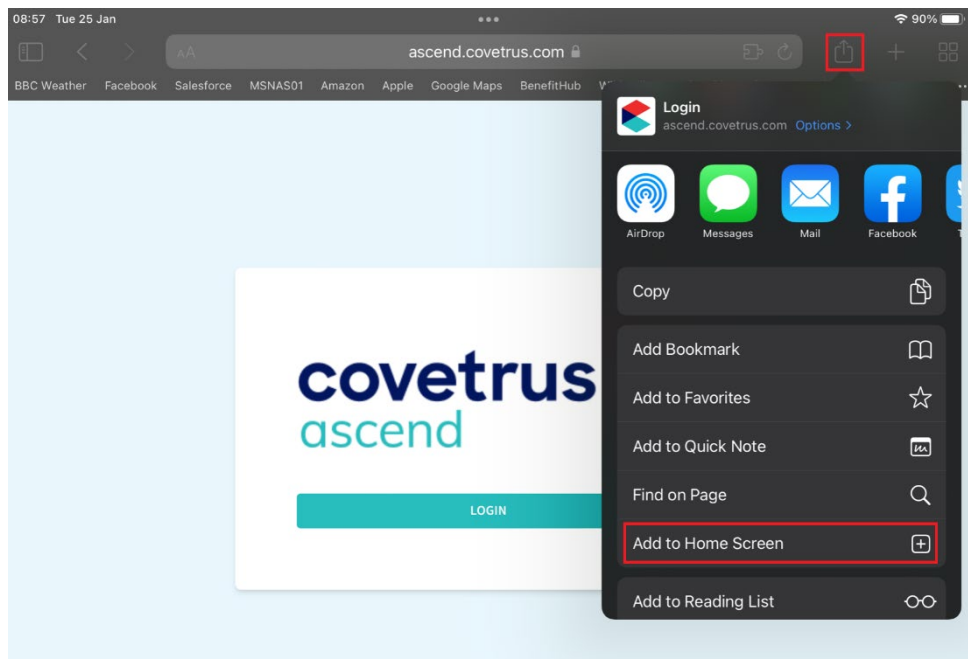
Peripatetic Vets and Nurses

These devices will require a SIM, Wi-Fi or tethering to a Mobile Phone for internet access when working in the field.

- Laptop or 2-in-1 laptop for flexibility and mobility

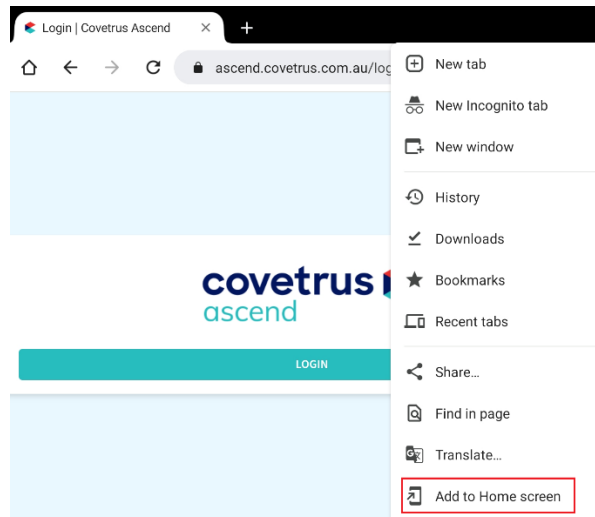# Connecting to Ascend for the first time

Apple Tablet / Phone Setup

- Launch "Safari"
- Open the https://ascend.covetrus.co.uk
- Tap the Share icon.
- Tap Add to Home Screen.

- A window appears with the name of the site, the URL, and an icon. ...
- Tap Add to complete the task

Android Tablet / Phone Setup

- Launch "Chrome" app.
- Open the website or web page you want to pin to your home screen.
- Tap the menu icon (3 dots in upper right-hand corner) and tap Add to some screen.

- o You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen.