

# Riverdale Healthcare's Journey to a Future-Proof ICT Infrastructure.



Number of Sites  
**59 Sites**



Number of Users  
**750+**



Location  
**Midlands**

Riverdale Healthcare is a growing, forward-thinking dental group with dental practices located across England, delivering a range of NHS, private, and specialist dental treatment.

Backed by a leading healthcare investment fund, they emphasise investment in their practices, ensuring that they continuously provide the best patient experience, with care delivered by friendly, highly-trained teams.

## What was the challenge?

As Riverdale rapidly acquired dental practices, the central management team quickly became overwhelmed by IT support requests which they had tremendous difficulty resolving via the myriad inherited suppliers. With multiple legacy contracts in place, costs were high yet the service was poor.

Many practices were operating on outdated infrastructure that could not be supported; nor comply with current standards, such as Cyber Essentials. Global 4 identified significant security and data risks and there was no consistency or connectivity between the disparate platforms in use across the group.



"I used to spend so much of my day fielding calls from practices about IT problems and managing expectations about when and how they might get resolved.

**Now, I barely hear about them because they go straight to Global 4 and get the support they need so much quicker!"**

**Paula Graham**  
Riverdale Healthcare

# Unifying IT Infrastructure to Support Riverdale Healthcare's Growth.

## The Solution we Provided.

Global 4 transformed Riverdale's risky, messy, frustrating and expensive ICT provision into a secure, strategic, responsive, cost-effective, single-provider solution that improved resiliency, made better use of resources and streamlined operations. Features include:

- Enterprise grade antivirus and web protection
- Upgraded email provision with two-factor authentication
- Comprehensive managed Cloud backup allowing post-incident restore
- Microsoft 365 Licenses making better use of MS Suite
- Expert advice in the field of IT security
- 24/7 network and endpoint monitoring

## Results achieved

With confidence in a responsive ICT service who understand their needs, the appetite for further improvement is growing, generating many new quotes for works across the group since onboarding.

The holistic solution has also generated cost savings through

- Fewer cancelled appointments
- Time saved in managing multiple suppliers
- A more stable operation of IT services

A more future proof network, allowing for the introduction of new service initiatives including AI-based technology to significantly improve the timeframe and accuracy in delivering patient advice

