

# THE DENTAL CLINIC

## DENTAL PRACTICE SERVER REFRESH

Having worked with Support Tree for over 10 years, The Dental Clinic put their trust in us to provide them with a server refresh to boost their productivity, flexibility and security.

### The Business Challenge

As a modern dental practice, The Dental Clinic relies heavily on technology for their business to run. Their dependency on network functionality is 100% - without which, they would be unable to take bookings, review patient files, or use their integrated software such as Carestream R4.

Technology is at their core, and should their systems go down for just 1 hour, the clinic would simply not be able to open.

- × No access to booking system
- × No access to patient files
- × No access to digital X-Rays
- × No access to CRM

We identified an action had to be taken before any problems could arise preventing the clinic from caring for their patients.

Working around their business hours, we managed the project, testing systems and providing system guides to meet best practices. This was done whilst managing 3<sup>rd</sup> party providers for seamless implementation.

### The Company

The Dental Clinic provides dental services in the Radlett area. Their company belief is that respect, care and listening are the fundamental characteristics of dental care.

Without access to their systems, The Dental Clinic is unable to access patient files, provide services or take bookings.

*“ Support Tree organised the whole project to take place out of our business hours to ensure we didn't lose any business time.”*

**Simon Assor, Co-Founder**



the dental clinic radlett



Simon says:

“ Support Tree have been our outsourced IT department for nearly 11 years. In that time, we have worked together on multiple projects including our most recent server refresh.

Our previous server was very old and we required a refresh, but timing was crucial. Support Tree organised the whole project to take place out of our business hours to ensure we didn't lose any business time.

Our technology must work properly for my clinic to run. I trust Support Tree to make the best decisions when it comes to our technology, and so far, it has paid off! Simon Assor, Co-Founder ”

## Our Solution

- We liaised with 3 different vendors to conduct migration to a new server. This meant integrating 3 different systems.
- We managed the project roll out, procuring and providing equipment, migrating the network configurations and security, and migrated 3 line of business software.
- We worked around their business hours and migrated within hours to ensure minimal disruption was caused.
- We resolved issues with the previous provider to ensure a smooth handover

## Their Outcome

We provided a highly resilient and redundant system, fit for the clinic. We migrated all software, files, folders and printers within a short period to ensure a quick turnaround.

Their new server allows them to now experience faster systems, increased productivity and therefore efficiency.

Running from a new, more secure infrastructure means the clinic is in-line with security regulations and the General Data Protection Regulation.

