

A background image of a modern dental office. It features a white dental chair, a large dental X-ray machine, and a clean, bright environment with light blue walls and white cabinetry.

Global manufacturer of professional dental products, partners with ProV to provide next level service and support to customers.



Ultradent, the reputed maker of dental products, has been an industry pioneer and leader for over 40 years. A dental supply and manufacturing company, its products are used by a wide range of clientele, including universities, government agencies and private dental practices.

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## THE CHALLENGE

In the past, Ultradent relied on the Agile Complaint System for taking equipment service calls from customers. The system had several shortcomings, such as not being able to correctly add equipment repairs for quick redressing of complaints, and use of five different systems to get the customers' concerns noted and send a return label. Other issues included spending around ten minutes for each call with customers for logging repair requests. *"Customers are happy with how we are able to send email alerts on UPS labels and units received, quote emails, etc. If they are working with Equipment Repairs for customers, this is a great, streamlined service to use and makes our jobs easier. Our customers are happy, and so we are happy,"* said the customer service manager.

## THE APPROACH

ProV's team set up a the IFS applications system for the Ultradent staff to accept customer requests by using only one program. The process time was reduced from ten to less than four minutes, such as completing a phone call with the customer. More granular data was made available to Ultradent, which can be used for further improving the services. With ProV's solution, Ultradent has also been able to reduce its overall costs, thus seeing an increase in revenue and productivity, in addition to time savings.

## THE SOLUTION

ProV's IFS solutions are truly end-to-end and cater to clients in the manufacturing and goods distribution industries, asset maintenance and service focused businesses.



## CUSTOMER QUOTE

"We had several different companies come in and show us their business. ProV just felt right with the way we were treated and how the solutions were presented to us. All our questions were answered, and everyone was great to work with," said the Equipment Service Customer Service Manager for Ultradent.

## ABOUT PROV

ProV International, a global IT consulting firm that specializes in streamlining business operation processes, increasing service quality and keeping workplace productivity high.

### **World Headquarters**

5401 W. Kennedy Blvd. Suite  
100. Tampa, FL 33609

Ph: 1 (813) 281-2959

Email: [info@provintl.com](mailto:info@provintl.com)

[www.ProVIntl.com](http://www.ProVIntl.com)