

Case Study:

Total IT Managed Support For Dental Practice



Azure Horizons, Inc.
Securing Your Digital Business I. T. A\$set\$

Total IT Managed Support For Dental Practice

Solutions: Managed IT Support

EXECUTIVE SUMMARY

Dente Complete Dentistry, owned by Dr. Emilio Couret, DDS, was first formed in 2001 and since that time, the practice has transformed the smiles of over 6,000 people in the Chicagoland area. Through the years, Dr. Couret and his team have remained committed to treating patients using the most recent advances in dental science in a welcoming, caring, and comfortable environment. Dr. Couret shares that he became a dentist because he has a passion for healing and for making people smile. Dentistry gives him the opportunity both to care for people in the community, and to make them excited about smiling again.

According to Practice Manager Zhana Robinson, the critical role that technology plays in the day to day operations of the business allows them to deliver quality and compassionate care to their patients. Balancing technological advances while managing the operational budget can be a challenge. Via their Managed IT Services offering, Azure Horizons has been able to ensure Dente Complete Dentistry's IT systems are up to date and in compliance with healthcare regulations while being mindful of budgetary limitations.

CHALLENGE

It is of utmost importance to Dr. Courte and his team that they have access to their IT systems, which includes patient data and treatment plans, during business hours. Any disruption in access to these systems can mean that they are not able to deliver dental care to their patients. With the systems in use during practice hours, it means that all maintenance, updates and upgrades need to occur outside of business hours in order to

not disrupt patient care. Even if an issue arises during clinic hours, it is vitally important that it is remediated as quickly as possible.

Dente Complete Dentistry also needs to ensure that their IT systems are keeping up with best practices as it relates to anti-virus and security protocols as well as operating system updates and upgrades as required. Sometimes, these updates require the purchase of new hardware and software systems which is a challenge if they are scheduled for the same time.

SOLUTION

Keith and the Azure Horizons team deliver a Managed IT Services solution, including proactive 24/7 monitoring and maintenance of IT systems and access to remote and onsite support.

Additionally, Azure Horizons plays an active role in identifying what changes are on the horizon and will require additional investments in IT. Keith works with the clinic to deliver a roll out plan which provisions the new IT infrastructure on a monthly schedule to spread the costs out instead of requiring a large upfront investment.

IMPACT

According to Zhana, knowing that Keith is always monitoring their systems so they don't have to worry about it and is always committed to being as non-invasive as possible is the single biggest benefit of having Azure Horizons as their IT partner. If hardware or software requires an update, it is always scheduled for a time that does not disrupt the day to day business and patient care.

She also places high value on the fact that if systems need to be upgraded, such as with the upcoming Windows 7 end of life, Keith begins the upgrade process as soon as possible and schedules device upgrades in small batches so that the clinic can not only meet deadlines but spread the costs out over several months.

To learn more about the Cyber Security, Managed IT Support and Managed Security Services offered by Azure Horizons, Inc., please visit:

<https://www.azure-horizons.com>

If you are looking for a new dental provider or would like to learn more about Dente Complete Dentistry visit: <https://mydente.com/>