

# Dental Practice is Positioned for Future Growth after Optimizing IT Infrastructure

## The Company

Dr. Robert J. Rung, Jr., DMD, has been running his dental practice in Waterbury, Connecticut since 1998. With almost 10 staff members, the office has become extremely reliant on technology to run the business.

## The Problem

As a small business, Dr. Rung and his staff managed all of their IT requirements in-house. With no IT support, their hardware had become outdated and was unable to support the practice's newest software applications (i.e. Patterson-Eaglesoft practice management software and Dexis x-ray software). The server would freeze and frequently need rebooted. They also dealt with very slow Internet access, which caused problems when performing key tasks like x-rays, communicating with insurance companies and handling financial transactions. Furthermore, they had an unreliable linear tape backup

## The Solution

After evaluating the software application requirements and the existing environment, ABC Services refreshed the entire network with state-of-the-art hardware to satisfy the needs of an environment running various software solutions. They moved from a Windows XP operating system for the desktop and Windows 2003 for the server to Windows 7.

A new UPS that was correctly sized to protect the network and they upgraded the Internet access for quicker, more reliable connections. Additionally, a new business-class router was installed with unified threat management to provide a necessary level of security. And, ABC Services transitioned the practice from linear tape to disk backup and implemented an imaging solution that provides a copy of their data if a system failure.

### Problem:

- No IT support
- Outdated hardware, unable to support new software.
- Slow internet access.
- Unreliable linear tape backups.

### Solution:

- Installed state-of-the-art hardware, upgraded the operating system.
- Upgrade Internet access and installed an imaging solution for backups.



Careful not to impact the practice's operations or service to its clients, ABC Services made arrangements with the staff to make the transition in one day. The next day, the office was seeing patients and functioning with quicker access to their important applications and data.

## The Results

As the practice's IT partner, ABC Services meticulously planned and installed the hardware, fully integrated software and provides ongoing IT support. Now, Dr. Rung's dental practice benefits from:

- **Cost Savings.**
- **A stable network**
- **Up-to-date software applications**
- **Reliable backup**
- **Instant IT support** allowing the practice staff to focus on their jobs and better serve their patients
- **Peace of mind** that it's software is running properly, its data is backed up and if a problem occurs, they have a team of IT experts behind them.

With an optimal IT infrastructure, the practice is positioned for future growth and can better care for its patients – without unnecessary bottlenecks and interruptions.

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