



Comprehensive IT Solutions
Tailored for Thriving Businesses

Case study

How a Periodontics Practice Leverages SafePoint IT Services to Outpace Competitors.

What does the company do?

The practice offers a wide range of periodontal and dental implant services, including minimally invasive gum treatment, surgical procedures, and the placement of dental implants. They utilize cutting-edge laser technology to provide the most advanced care possible.

How does it use technology?

As a dental periodontics practice, this company relies heavily on technology in its operations. Their utilization of tech revolves around patient care, with a majority of their tools employed for tasks such as taking x-rays and CT scans and organizing patient data through their electronic medical records software. Failure in the functionality of these tools will disrupt their work processes, resulting in limitations or even a complete halt in providing services to their customers.

Why did this company choose SafePoint IT?

This organization was referred to us by their CPA. Before choosing us as their Managed Service Provider, they used another IT company. However, management was unsatisfied with the results they were getting from the previous provider. The issues included frequent technical failures, slow response time, and unresolved problems. Therefore, the company decided to switch gears and change its provider for better results.

How has SafePoint IT improved the IT environment?

At the start of our partnership with the firm, it became clear that they were in dire need of updated tools and software. The company underwent a complete refresh, where SafePoint IT team assisted with:

- Research and replacement of dental practice software.
- Research and replacement of X-ray and CT management software.
- Replaced computer workstations.
- Aided in migrating patient data.
- Updated low-voltage wiring.

Did everything go as planned?

During the early stages of our collaboration, a server problem caused a widespread operation disruption. To resolve the situation, our team procured new server equipment, implemented it, and restored the data from backups. Due to the tireless work of our engineers, we were able to quickly return the company to its normal operations.





What was done to improve security & compliance?

We implemented numerous new tools and policies to align the client with SafePoint IT best practices, to be more in line with IT industry as well as to comply with requirements of HIPAA and insurance companies. To name a few:

- Established 24x7 resource and threat monitoring for all workstations and network equipment.
- Installation of a new firewall in the office.
- Data encryption for email and workstations.
- Implementation of data loss prevention policy for email.
- Migration from Google G-Suite to Microsoft Office 365 platform.
- Implemented Next-Gen anti-virus software.
- Implemented managed detection and response security platform.
- Set up Multi-Factor Authentication (2FA) for all email accounts.
- Set up cybersecurity awareness training for employees.
- Enabled monitoring of the Dark Web for compromised credentials
- Set up management of domain registrar and associated records.
- Implemented Cloudflare to secure client website from DDOS attacks.

What was done to improve employee productivity?

SafePoint IT improved the following technologies:

- Deployed a new feature-rich Voice-Over-IP phone system.
- Replaced manual entry of inventory with bar code scanners.
- Installed fiber services for faster and more reliable Internet.
- Assisted marketing with website, email signatures and social media.
- Implemented inventory management software for tracking stock.

Outcome.

As of today, what is the relationship like between SafePoint IT and the client?

The company's management understands that to be competitive and provide excellent service, they must have the best technology and maximum uptime. Therefore, they constantly collaborate with the SafePoint IT team to evaluate new software, solutions, and equipment that can help their business grow. The SafePoint IT team is highly integrated in the processes of the company therefore is in the position to provide advisory helping the management to plan the next step.



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They continue to amaze me with their dedication and expertise. I highly recommend SafePoint IT if you are looking for integrated IT solutions and support for your business.

— Jon Olivers