

Outsourcing IT Allows Best Dentist in the Upstate to Focus on Business Value Adds



FAMILY DENTAL HEALTH
Family & Cosmetic Dentistry for All Ages



CUSTOMER

Family Dental Health has provided general and cosmetic dentistry services to families in the Greenville, SC area since 2005. A Best in the Upstate 2017 winner, the business has grown to include 14 practices spanning 12 locations.

CHALLENGE OVERVIEW

Family Dental Health needed to free up IT resources to focus on new business initiatives. Their solution must be reliable, flexible and meet public health security requirements.

SOLUTION

Immedion's Public Cloud and integrated managed services replaced Family Dental Health's in-house infrastructure.

RESULTS

- Family Dental Health's IT team is free to focus on strategic initiatives
- Cloud environment meets standard public health security requirements
- Guaranteed reliability and performance
- Flexibility to scale resources quickly and on-demand
- On-going access to Immedion's team of local technical experts

FAMILY DENTAL HEALTH

Since 2005, Family Dental Health has provided general and cosmetic dentistry services to families in the Greenville, SC area. Over the years, the business has grown to include 14 practices spanning 12 locations. Voted Best in the Upstate in 2017, Family Dental Health is committed to providing excellent dental care to the Greenville community.

CHALLENGE

Family Dental Health was managing their IT in-house and needed a tech refresh. The maintenance and upkeep of their systems was taking up valuable time and staffing resources. They needed a solution that could free up their IT team to focus on business initiatives that would enhance the overall patient experience. From treatment plans to the X-ray photo system, all operations at Family Dental Health are centered around IT and patient data. They sought a local and reliable infrastructure provider who offered resource flexibility and had the security measures in place to meet standard public health requirements.

SOLUTION

Family Dental Health chose Immedion Greenville as their local provider to replace their in-house infrastructure with cloud and integrated managed services. They moved into Immedion's Cloud environment which helps Family Dental Health meet the HIPAA and ePHI (electronic public health information) security regulations applicable to the dental care industry. Immedion's cloud also has the capability to deliver the high availability and performance for office users to access patient data on Family Dental Health's servers. For seamless migration, Immedion engineers built site-to-site tunnels to each of the company's 12 satellite locations.

With Immedion's Cloud management tool, Family Dental Health has constant access to their virtual environment to monitor usage and scale resources on demand. They can easily add resources at a moment's notice should the need arise. Immedion also provides monitoring and management of Family Dental Health's servers, a virtual firewall and nightly backups for worry free hardware upkeep and retention of mission critical PHI data. With on-going access to Immedion's technical experts, Family Dental Health has a valuable resource for insight on concept designs and project roll-outs. They can rely on local engineers with existing knowledge and background of their environment.

RESULTS

The Family Dental Health team can focus their time and resources on business value adds to continue delivering excellent dental care to their patients. Immedion's secure Public Cloud guarantees the flexibility and performance to keep their critical patient data and systems always on.

"We have benefited greatly from our relationship with Immedion," said David Tester, Family Dental Health's IT Consultant. "We have always felt protected with Immedion, and overtime, they have become a valuable part of our IT team. From technical leadership to sales and support, we appreciate the professionalism of the entire Immedion team. In everything they do, they have shown a vested interest in our success."