

Family Dental Health

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



THE CLIENT

Since 2005, Family Dental Health (FDH) 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.

RESULTS

Family Dental Health's IT team is free to focus on strategic initiatives

Cloud environment that meets standard public health security requirements

Flexibility to scale resources quickly and on-demand

On-going access to Immedion's team of experienced engineers

"We have always felt protected with Immedion, and over time, they have become a valuable part of our IT team," said David Tester, Family Dental Health's IT Consultant.

"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."

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 FDH 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

FDH 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 them meet the HIPAA and ePHI (electronic public health information) security regulations applicable to the dental care industry. Immedion's Cloud delivers high availability and performance for office users to access patient data on FDH's servers. For seamless migration, Immedion engineers built site-to-site tunnels to each of the company's 12 satellite locations.

Immedion's Cloud Management Tool gives FDH constant access to their virtual environment to monitor usage and scale resources on demand. Immedion also provides monitoring and management of FDH's servers, a virtual firewall and nightly backups for worry free hardware upkeep and retention of mission critical PHI data. On-going access to Immedion's technical experts gives FDH a valuable resource for insight on concept designs and project roll-outs.

RESULTS

The Family Dental Health team can focus their time and resources on new business initiatives 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.