

Solutions Case Study



Turn-Key voice & data networking solution helps Tender Care Pediatric Dentistry improve office productivity and deliver superior patient experience.

BACKGROUND

Like all small business owners, Dr. Beatriz De La Roche is always looking for ways to enhance her business. Above and beyond her ability to run the office efficiently, Dr. Beatriz also strives to provide a unique and memorable experience to her patients.

You wouldn't expect to find an underwater fun park in the reception area of most dentist offices. How about an African Safari in one exam room and a rain forest just down the hall? Nor would you come to expect video games and numerous other fun activities to help pass the time. But that is just the point! It is fresh, unique, and on the cutting edge of where pediatric dentistry is headed. Dr. De La Roche is changing how children experience dentistry.

CHALLENGES

With a new state of the art practice opening in early November, Dr. Beatriz was faced with several technological challenges. The need for a network infrastructure overhaul, patient internet access, a feature-rich phone system, and web-ready surveillance all weighed on her shoulders. In addition, a major update to her dental software was pending – and without the network and dental software in place, running her practice with any efficiency would have been a nightmare. With all these components needed, Dr. Beatriz reached out to ITG Networks.



Executive Summary

Tender Care Pediatric Dentistry

- Industry – Healthcare
- Location – Mt. Pleasant, PA
- Number of Employees: 10

Challenge

- Help pediatric dental practice to boost staff productivity and streamline business operations.

Results

- Managed services, Voice, data, surveillance, and back up and disaster recovery solution provides peace of mind and higher efficiency within the practice

Solution

- End-to-end solution with ITG's unique managed service offering called ITG Network Immunization. The turn-key solution supports not only the voice and data, but also the video surveillance and "Waiting Room WiFi".

THE SOLUTION

When ITG Networks came into the picture, one thing was clear; Tender Care Pediatric Dentistry needed a total solutions provider. Someone who could integrate the diverse technological components of the project, as well as manage the install process from beginning to end; truly lifting the burden of conducting business with a multitude of technology providers.

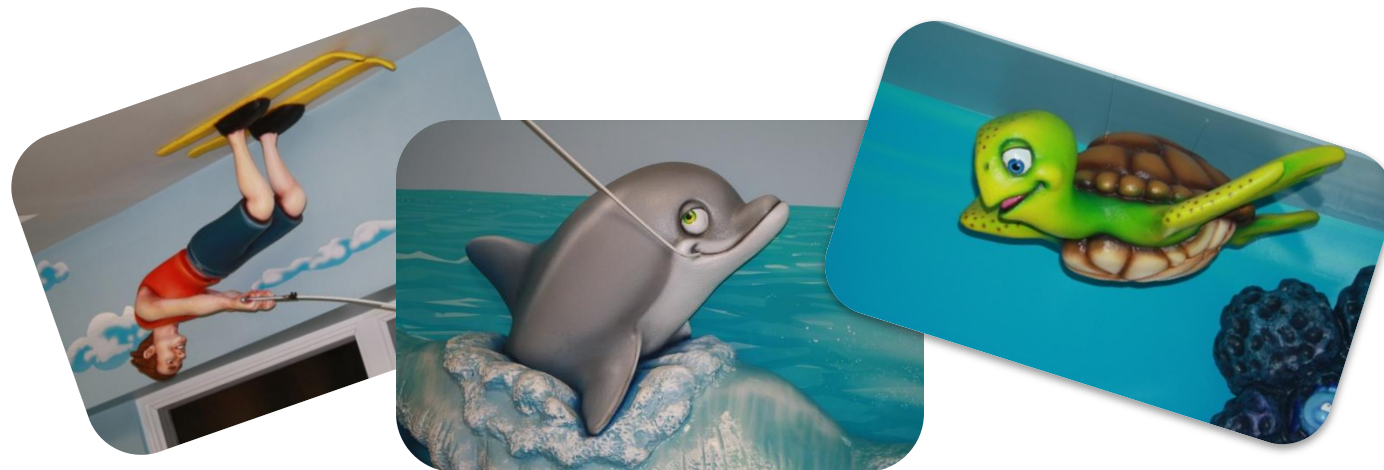
After evaluating the needs of the practice, ITG presented a scalable, turn-key solution to Dr. Beatriz. The solution is outlined below...

DENTAL SOFTWARE INTEGRATION

Tender Care needed to update their existing practice management software which allows tracking of information such as appointments, patient records, billing and insurance. The execution of the update on a strict timeline was absolutely crucial. With a small window of opportunity to update existing computers, while tying in new equipment, ITG had to devise and execute a strategy to minimize practice down time.



“I needed to have the practice up and running in the new facility and I was pleasantly surprised by ITG’s project management and commitment to meet our timeline,” says Dr. Beatriz De La Roche



DESKTOP AND SERVER UPGRADE:

Several components of Tender Care's network had to be evaluated; as it was a system beginning to show its age. ITG decided to take a multi-tiered approach to their network design.

For starters, a new server was installed in place of the existing one. Being the backbone of the entire network, and housing all of the mission critical data needed for day to day operation, having a strong foundation is of utmost importance.

Secondly, the current workstations needed to be evaluated not only for their performance, but also for their function within the practice. ITG and Dr. Beatriz agreed to move forward with new workstations, while utilizing the existing computers in other means.

This has helped Dr. Beatriz cut down on upfront costs, allowing her to incorporate additional computers in the future as needed. Being able to effectively utilize existing workstations is in large part due to ITG's Total Desktop Care services.



Intelligent Server Monitoring



Health and Security



Configuration



Asset and Inventory Reporting

MANAGED SERVICES:

The majority of Tender Care's existing computers were riddled with malware and viruses, lowering the users' productivity and opening malicious security threats to the practice. Because these computers still had usable hardware, ITG Networks chose to deploy a unique managed service solution called ITG Network Immunization.

"We believe in taking a proactive approach to server and desktop maintenance", says Joe Hesske, Principal Partner at ITG Networks. "Why react to an issue when you can prevent it from happening all together?"

Using this solution, ITG cleaned the workstations of viruses and malware, increasing their safety and performance. ITG's Immunization Solution continues to monitor and maintain each PC and server for viruses, malware, system updates, logical disc space, hardware failure risks, and much more 24x7x365. The ITG help desk also has remote access to each machine, making advanced troubleshooting fast and easy!

Adding yet another level of security to the network, ITG deployed a physical firewall on the network. The firewall offers application control, gateway anti-malware, intrusion prevention and content filtering on a high performance platform. This provides a first layer of defense by stopping malware before it can reach systems on your network. The Solution also provides Dr. Beatriz with a VPN (virtual private network) connection to her network at the office; allowing her to always be connected to her patient's data, even when away from the office.



Intelligent Server Monitoring



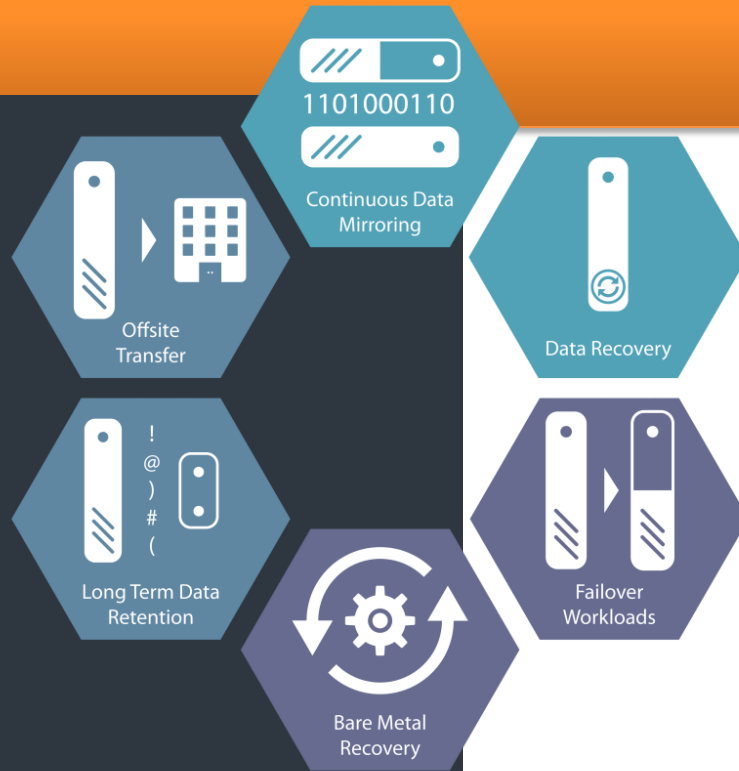
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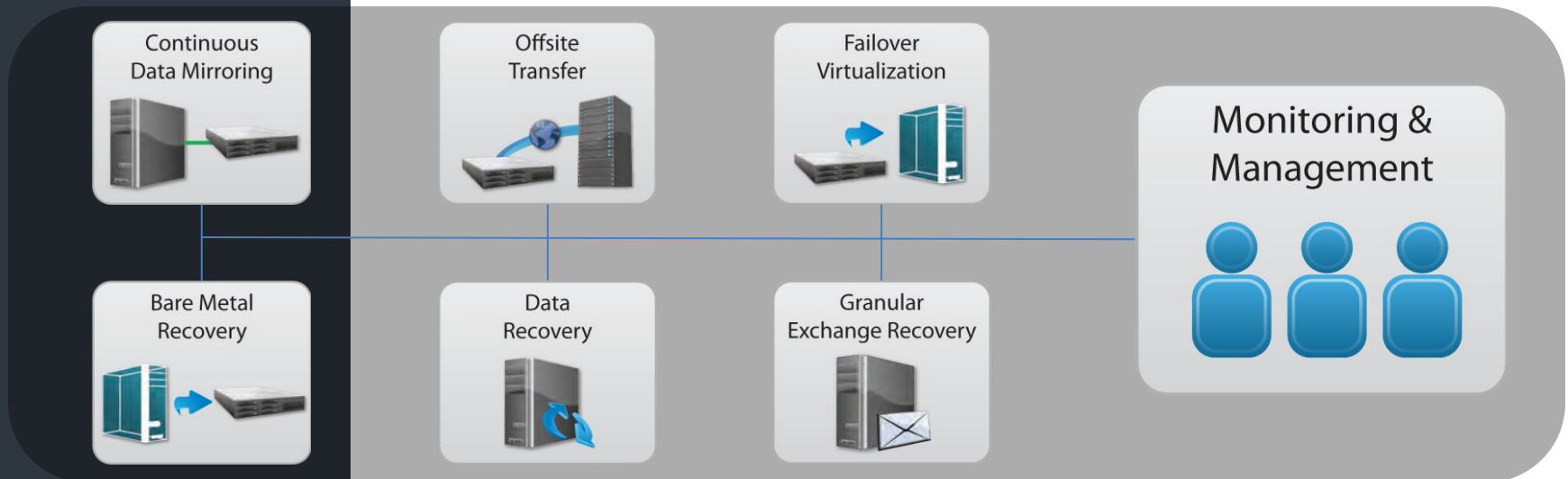
Asset and Inventory Reporting



BACKUP & DISASTER RECOVERY:

As mentioned previously, the server and all the information housed on it, is the backbone of most networks. Up to this point, Tender Care relied solely on making daily tape backups of the server's hard drive for their recovery protocol. While this technique was the preferred method many years ago, it has become obsolete. Staff complained that it was time consuming and they never truly knew if the backup was done correctly and could be used in the case of an emergency. Also, because backups were only done at the end of the day, a great deal of information would be lost in the case of a server failure.

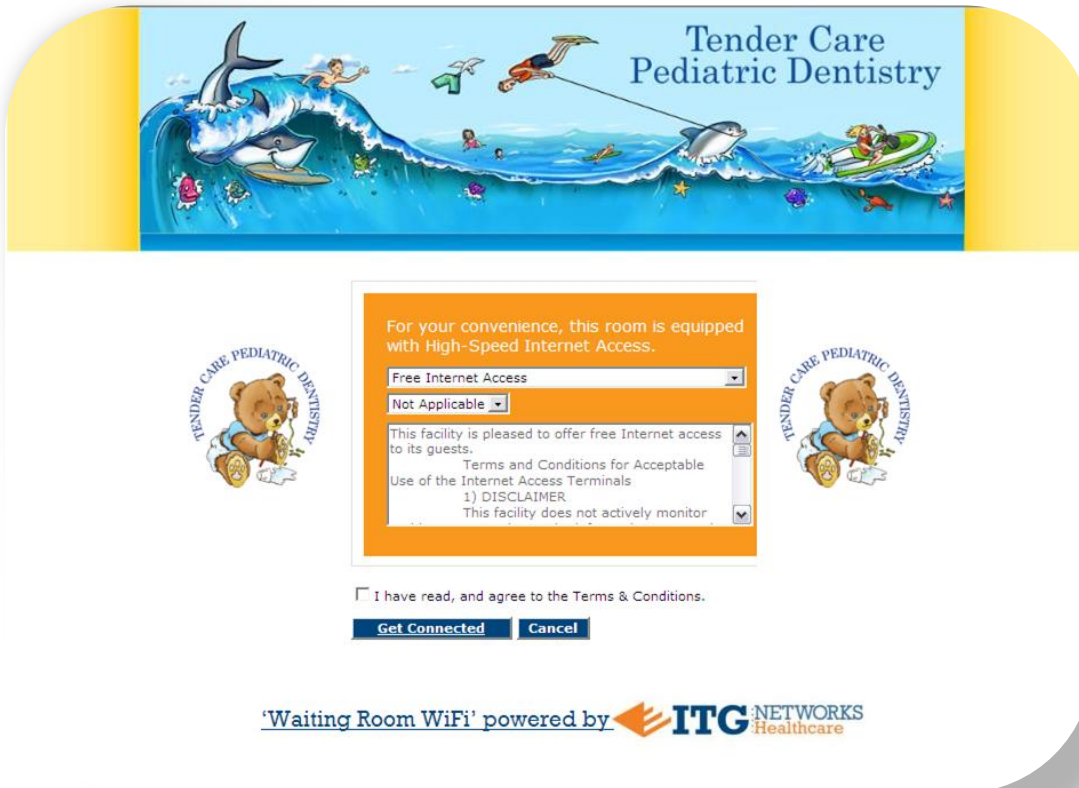
Realizing the importance of her data, Dr. Beatriz decided to utilize a backup and disaster recovery solution from ITG that makes doing backups fast and easy. This decreases the downtime of the network in the case of server failure, and creates backups in as little as 10 minute intervals. The solution isn't exclusively for data backup, it also virtualizes the existing server; giving the practice multiple levels of redundancy. With the option to expand its capabilities to the cloud, Dr. Beatriz can choose to add yet another level of redundancy if so desired.



WAITING ROOM WiFi:

Dr. Beatriz understands the importance of internet access to her patients; more specifically, her patient's caregivers that spend their visit in the waiting room. She knows taking a child to the dentist usually means time away from work or other business.

That's why Dr. Beatriz wanted to provide a secure, high speed internet connection to everyone in the waiting room. ITG installed a Plug n' Play visitor-based solution with a custom login screen. Similar to popular hot-spot locations found at coffee shops and trendy restaurants, patients and guests can now take advantage of secure, high-speed internet for e-mail access and surfing the web!



Tender Care Pediatric Dentistry

For your convenience, this room is equipped with High-Speed Internet Access.


Free Internet Access
Not Applicable

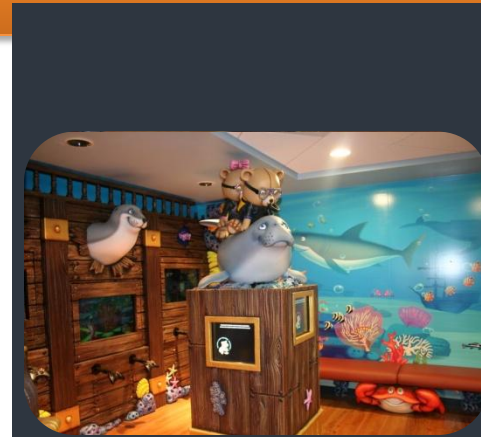
This facility is pleased to offer free Internet access to its guests.

Terms and Conditions for Acceptable Use of the Internet Access Terminals
1) DISCLAIMER
This facility does not actively monitor

I have read, and agree to the Terms & Conditions.

Get Connected Cancel

'Waiting Room WiFi' powered by 



RESULTS

ITG Networks outfitted Tender Care with a fully managed, low maintenance technology solution for their office.

ITG seamlessly incorporated voice, surveillance, “Waiting Room WiFi”, backup and disaster recovery, virtualization, dental software upgrade, and ongoing support provided in large due to ITG’s Network Immunization solution.

With everything in place, Dr. De La Roche and her staff can now concentrate on what counts most...

...their patients



ABOUT ITG NETWORKS

ITG Networks, headquartered in Wexford, Pennsylvania, focuses primarily on helping healthcare providers, small and medium business, and hospitality clients make smarter technology investments. ITG offers turnkey solutions by combining 24/7 end-user support with scalable network solutions which take advantage of the latest available technologies. Founded in 2003, ITG currently supports clients in 18 states, managing more than 1 Million Internet connections each year.

ITG's industry leading support Service Level Agreement (SLA) insures the availability of its customer's network on a cost effective basis. With several [partnerships](#) and networking specializations, ITG has the depth of technical experience to design, install, and support reliable networks.

Our managed services solution (ITG Network Immunization) lowers the cost of ownership, improves return on investment, and provides for greater user satisfaction without having to pay for an entire IT Staff.

Visit www.itgnetworks.com and www.itgnetworkshealthcare.com for more information.

ABOUT TENDER CARE PEDIATRIC DENTISTRY & DR. BEATRIZ DE LA ROCHE

Dr. Beatriz De La Roche graduated from the University of Pittsburgh, School of Dentistry, and was awarded a DMD degree. She completed her residency in Pediatric Dentistry at the Children's Hospital and The Medical Center of San Juan, Puerto Rico. She has since opened her own practice and shaped her career around her three passions: children, dentistry, and art.

Dr. Beatriz De La Roche has been a leader in the field of Pediatric and Adolescent Dentistry for over 22 years, and her innovative approach has changed the way children experience dentistry. She believes in providing a positive atmosphere for children, and her facilities are custom designed and appreciated by her patients on a daily basis.

Visit: www.tcpediatricdentistry.com for more information

