



## Eliminating Downtime and Increasing Patient Satisfaction

### Business Challenge

Phillip Island Dental is a successful, growing dental practice with several dentists serving as many as 15-20 patients at any one time. As with many businesses, Phillip Island Dental is exceptional at their core business and relies on experts in areas, like information technology, to help them ensure their business runs smoothly.

Phillip Island Dental had chosen an IT partner that was supposed to be an expert in their industry. Other practices in the dental industry used this vendor and Phillip Island Dental assumed they had the knowledge and expertise to help them as well

### Solution

Phillip Island Dental require no in their systems and hence decided to partner with CloudSolutionIT Technologies. CloudSolutionIT began the relationship by an in-depth assessment of Phillip Island Dental's processes, software, hardware and business objectives.

"Solution IT Setup new Dental practice for us and I am very happy with the services. The journey was very smooth with all the preplanning. Cloud Solution IT is very cost effective and professional when comparing to other IT companies. I was able to open the clinic without any delays. I would strongly recommend them for their good work"

**Dr Sayed**

Owner, Phillip Island Dental

CloudSolutionIT recommended a solution that offered an on-site server for quick access to large dental imagery files and a cloud-based backup system and cloud-based database for files where remote locations needed access. Their hardware was improved, and recovery processes were implemented so in case of downtime, recovery could occur in minutes versus hours. In addition to on-site staff, CloudSolutionIT could monitor the system remotely and anticipate issues before downtime occurred.

## Results

With a new system and new protocols in place, Phillip Island Dental hasn't experienced a major downtime event in 24 months. Phillip Island Dental credits CloudSolutionIT with saving them more than 40 hours of lost time per year and also lost patients, which equates to thousands of dollars. Efficiencies have improved due to availability of accurate data from their central database.

While the improved performance, uptime reliability and better access to data were benefits enough to justify the change,

### Challenge:

- Eliminate downtime
- Provide secure and reliable backup
- Implement compatible software across network

### Solutions Implemented:

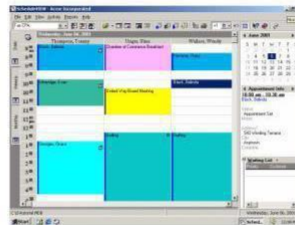
- Reliable hybrid cloud and on-site server
- Centralize data and network with Azure
- Compatible business software with Microsoft Office 365
- Instant back-up and recovery

### Results:

- Saved downtime
- Reduction in IT expenses



Instant backup and recovery of digital assets



Reliable software and scheduling



Security and compliance