

Case Study:

Total IT Managed Support For Dental Clinic

Complete Dentistry™
of Orland Park



Azure Horizons, Inc.

Securing Your Digital Business I. T. ASSET5

Total IT Managed Support For Dental Practice

Solutions: Managed IT Support, Line of Business Application Support

EXECUTIVE SUMMARY

Complete Dentistry of Orland Park, owned by Dr. Curt Ringhofer, DDS, was first formed in 2001 with a focus on delivering caring, comfortable and comprehensive dental care to the entire family. While the practice has grown and evolved, that focus has not changed and the care, comfort and expertise provided to each patient remains their top priority.

The evolution and technological advances within the dental industry continue at a fast pace. Dr. Ringhofer knows that in order for him to stay focused on delivering exceptional dental care, he needs to have top performing and reliable technology infrastructure. This is why he has partnered with Azure Horizons for the past 3 years, via their Managed IT Services offering, to ensure his IT systems keep pace with his ever growing practice.

CHALLENGE

Complete Dentistry of Orland Park utilizes many different forms of technology on a daily basis in order to deliver expert care to their patients. Operating a 'paperless' office means that all patient records are electronically stored and with the advances in imaging technology, all x-rays are now digitally captured and saved. Issues with the practice's IT infrastructure could spell a day(s) of cancelled patient appointments and potential loss of revenue. This is why it is imperative that all technology infrastructure remains well monitored

and maintained and should an IT issues arise, it is quickly addressed and remediated.

Dr. Ringhofer also needs to ensure that his staff have someone to directly contact in the event that they require IT support. As he is delivering patient care throughout the day, it is not practical to delay patient care in order to address an IT issue.

SOLUTION

Keith and the Azure Horizons team deliver a Managed IT Services solution, including proactive 24/7 monitoring and maintenance of IT systems and access to support, to the clinic.

Additionally, with the rapid developments within the dental industry, the Azure Horizons team remains a Point of Contact with 3rd party vendors, such as those providing EMR/Client record software, to ensure that all aspects of Complete Dentistry of Orland Park's technology and critical applications are cohesive and efficient.

IMPACT

The biggest benefit to Complete Dentistry of Orland Park has been their access to Keith and the Azure Horizon's team and the responsive and expert manner in which their issues are addressed. They can have one single point of contact for all of their IT needs and when an issue does arise, they are able to confidently hand that issue over to Azure Horizons and remain focused on their #1 priority which is client care.

Dr. Ringhofer also benefits from Keith being the point of contact with 3rd party vendors. This ensures that he does not have to be the 'middle man' in communicating 'geek speak' between Azure Horizons and the vendor. This allows him to remain focused on his practice and patients.