

Updating Dental Office Space Requires Modern Computer Network

Challenge

Dr. David Causa has been providing his patients with dental care since 1983. His practice is family oriented and specializes in children and has grown a steady base of family patients from the local area. After 20 years in the same location, Dr. Causa was ready for a larger, upgraded facility. Dr. Causa began the process of finding a new location that would reflect on his vision for a modern dental practice.

Once the building was selected, Dr. Causa began planning the construction of his new office. When it came to the layout and design, Dr. Causa took things into his own hands by designing and planning the office on his own. He had already designed a floor plan; all he needed was a technology provider to outfit the office with computers and to assist him with understanding new dental systems like digital xray systems and software to run the office.

Choosing A Provider

A search for a suitable technology provider began and Dr. Causa contacted a nationwide provider of dental equipment. He also contacted a Pennsylvania based technology firm called TS TECH. After listening and reviewing both presentations, Dr. Causa felt that TS TECH would be the best choice for the project. He felt that the owner, Todd Schorle, "was a straight shooter" and had a very keen understanding of dental applications and software.

Dr. Causa was looking for someone to provide the "total package". His new building would need to be renovated to be ready for the November 2007 grand opening. This meant careful planning was necessary to ensure the building had the right wiring and connections for all the new computer equipment. Todd Schorle worked with all the contractors and equipment vendors to align project schedules. TS TECH worked with the electrician Dr. Causa selected to verify that all wiring and power connections were installed in the correct location to connect computers, cameras, televisions, monitors and printers.

Solution

When the major renovations were complete, it was time to install the new network. Dr. Causa hired TS TECH to install a server, setup internet access, and install all new PC workstations with appropriate software. TS TECH selected appropriate Antivirus Software and network firewall equipment. Dr. Causa was hesitant about the internet since his office had run perfectly for so long without internet connectivity but realized the importance moving forward. TS TECH installed a firewall capable of restricting access to internet sites like facebook.com and myspace.com to ease Dr. Causa's concerns about the internet.

TS TECH completed the install by and installing all new dental software used by Dr. Causa and his staff. Dr. Causa selected Gendex imaging software for his digital x-ray sensors and his digital Pan. Dr. Causa also selected to move to Dentrix as his new office management software. TS TECH installed all software on the appropriate computers and connected to the network. Once the network installation was complete, TS TECH configured a nightly backup system and provided instruction to Dr. Causa's staff. The office was now ready to open its doors and service patients.

Using TS Tech to handle the installation proved to be valuable in many ways. Dr. Causa saved money by working with Todd to choose equipment. Todd helped him buy the best equipment for the best price all while keeping in mind the lifespan of the hardware.

The speed of the new network and equipment allow Dr. Causa to spend more time with his patients, the aspect he feels is his most valued service. He can determine things faster and ultimately become a better consultant providing a sense of comfort and trust to his patients.

About Dr. David Causa's Practice

Dr. Causa and six employees all work with the new office system on a regular basis. When asked if his network ever has issues or problems, his answer is "never". The office is enrolled in a managed services plan that enables TS TECH to remotely access his network, resulting in immediate response if issues do arise. TS TECH proactively monitors the network and scans for problems and applies updates to eliminate issues before they ever occur.

About TS TECH Enterprises, Inc.

TS TECH is a Microsoft Gold Certified Partner and Microsoft has recognized TS TECH as a Small Business Specialist, meaning that TS TECH is uniquely qualified to understand the needs and requirements of a small businesses. TS TECH's staff is trained by both Dentrix and Kodak Dental Systems and has over 12 years of experience with servicing dental office computer networks.



TECHNOLOGY

Want to know our secret?

It's easy as following these three steps:

- 1) Hire the best people and Train them better than anyone else.
- 2) Purchase the best equipment and follow industry standard best practices.
- 3) Guarantee your services and provide the best service after the sale that ensures your customers can depend on their IT systems.

Hardware & Software

Microsoft Windows Server 2003 Standard

Microsoft Office Basic

Microsoft Windows XP Professional

APC Power Chute

Symantec Antivirus Corporate 10.2

Symantec Backup Exec 11d

HP LaserJet Printers

Dell Poweredge Server

Dell Optiplex Workstations

Sonicwall Firewall

Microsoft
Small Business
Specialist

Microsoft
GOLD CERTIFIED
Partner
Information Worker Solutions
Networking Infrastructure Solutions
Advanced Infrastructure Solutions

DENTRIX
CERTIFIED
Integration Engineer