



## Infrastructure Technology Meets Efficiency Yorktown Family Dental Office Upgrade

### Challenge

It was August 2007 when Dr. Murphy opened her new practice in the Yorktown Plaza shopping center in Elkins Park, PA. One of the challenges she faced was having proper technology for the office. Prior to her new practice, Dr. Murphy was keeping all her files from an intern practice on a laptop computer. She wanted to make sure her new office had the proper technology to serve her new patients. Dr. Murphy was concerned about what would happen if the network and computers would go down. Although her husband is very good with computers (and has his own dental practice), she did not want to rely on him for tech support since he is so busy.

### Choosing A Provider

After speaking with several providers, Dr. Murphy decided that TS TECH Enterprises was the best fit for her business. Todd Schorle of TS TECH met with Dr. Murphy to discuss her needs and project budget. She liked the way TS TECH approached the project. "Instead of being pushy or trying to sell me a lot of equipment, TS TECH worked with me to find the best equipment and software for my budget," Dr. Murphy said. TS TECH recommended that she avoid using equipment from a previous office, having determined that the old equipment would not work with new server technology.

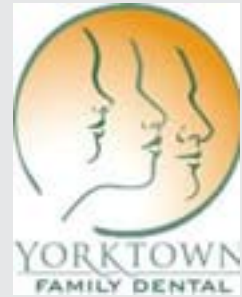
### Solution

The next phase was to setup the network and install the new workstations and server. The front desk workstation features the SoftDent accounting and billing system. Dr. Murphy had the software previously and TS TECH assisted with the installation and setup. Each patient room has a flat screen computer monitor and the ability to use the Visix digital imaging system. Patient photos are archived and can be emailed or printed for reference.



TS Tech Enterprises - 3 Park Plaza - Suite 106 - Wyomissing - PA - 19610  
Voice: 610-288-0780 - Fax: 610-376-5118

continued on page 2



### Hardware & Software

Microsoft Windows Server  
2003, Standard Edition

Microsoft Office Basic

Microsoft Windows  
XP Professional  
(10 workstations)

APC Power Chute

Symantec Antivirus Corporate  
10.2

Symantec Backup Exec 11d

HP Laser Jet Printers

Dell Poweredge 2900  
(Server)

Dell Optiplex 745  
Workstations

Microsoft  
Small Business  
Specialist



## Infrastructure Technology Meets Efficiency Yorktown Family Dental Office Upgrade (continued)

Once everything was setup and running smoothly, Dr. Murphy decided to leave her network in the hands of the TS TECH professionals by signing up for a Managed Services plan. The Managed Services plan allows TS TECH to administer her network from their headquarters in Wyomissing, PA. This means Dr. Murphy never has to worry about her network being down, or having to perform regular maintenance like security and patch updates. All of this is taken care of by TS TECH on an ongoing basis. Instead of waiting for things to break, TS TECH constantly monitors the network and takes care of issues before they become problems.

### About Yorktown Family Dental

Yorktown Family Dental provides dental services for men, women and children of all ages. The practice is overseen by Dr. Jean Ryan Murphy who has been practicing dentistry for over 20 years. Dr. Murphy and her staff of three provide a complete range of dental services including cleanings, and fillings, as well as implants, dentures and complete restorations.

### About TS TECH Enterprises

Our customers tell us that experiencing TS TECH's quality and commitment to customer service has changed their outlook on technology. Our team has the knowledge, integrity and professionalism, garnering a mutual respect between ourselves and our clients. These attributes allow us to provide peace of mind consistently. Our philosophy of balancing work and personal time enables our people to make TS TECH both an enjoyable workplace and a valuable IT partner.



#### Hardware & Software

Microsoft Windows Server  
2003, Standard Edition

Microsoft Office Basic

Microsoft Windows  
XP Professional  
(10 workstations)

APC Power Chute

Symantec Antivirus Corporate  
10.2

Symantec Backup Exec 11d

HP Laser Jet Printers

Dell Poweredge 2900  
(Server)

Dell Optiplex 745  
Workstations



TS Tech Enterprises - 3 Park Plaza - Suite 106 - Wyomissing - PA - 19610  
Voice: 610-288-0780 - Fax: 610-376-5118

Microsoft  
Small Business  
Specialist