The Client

The client is a leading business partner to dental group practices in the US. Client strives to achieve high levels of patient satisfaction, create professional practice environments, maintain first class dental facilities, pursue continuous training and education, invest in the future of dentistry through community giving and, above all else, to create an organization that will endure through successive generations. Over the years they have affiliated with some of the largest and most respected dental group practices in the country. Today they are affiliated with 26 dental groups in 21 states.

The Challenges

■ Availability of entire IT infrastructure on 24X7 basis was critical to their operation.

■ Service Desk and Deskside Support quality issues were not meeting minimum acceptable standards.

■ Lack of defined and documented IT business processes.

■ Lack of tracking and overspending on software licensing.

■ Lack of data available to dental surgeons and patients

■ Integrated and holistic service management approach

■ Required improved IT business processes and documentation.

■ Required improved customer satisfaction.

■ To Reduce the cost of providing services to the dental patients

■ To provide management with better data for budgeting, planning and staffing.

■ To manage growth, processes and capture data to ensure compliance with HIPPA and corporate reporting requirements.

Key Highlights

■ Substantial and measurable reduction in IT Spends

■ Increased IT support availability to end users

■ Single dashboard reports assisted the management team to get quicker updates and allowed them to make proactive decision

The Solution

Allied Digital performed a total IT Transformation by deploying our Hybrid (Onsite-Offshore and Near-shore Capability). Initially, conducted due diligence which assisted to understand client's day to day business challenges and helped to design a solution specific to client's business need.

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In order to provide an integrated and a holistic view of their IT Infrastructure usage, uptime and business reporting, Allied Digital implemented Integrated Service Delivery Framework (ISDF). Integrated Service Delivery Framework is scalable, customizable and easy to operate. It provides a bird's eye view of the operations for entire IT Infrastructure starting from work station to data center. The auto remediation facility offered by the tool is the first of its kind in the industry. It helped the client to reduce the number of tickets and downtime for the infrastructure. This helps to increase the availability and customer satisfaction, and lower the overall cost of necessary infrastructure while improving customer satisfaction.

Along with designing and implementing a centralized service desk model, we also deployed proactive monitoring tools for Desktops, Server, network and Application which provisioned optimized resourcing. We provided greater visibility for the client's management, business and technology owners by provisioning management reports and improving documentation and SOPs (Standard Operating Procedures). Our services include:

- 24X7 Remote Monitoring and Management Support

- Network Monitoring and Management

- Server Monitoring and Management

- Remote Desktop Management Services with customizable Dashboard overview

- 24X7 Service Desk Support

The Benefits

- Substantial and measurable reduction in IT Spends by deploying innovative and automated framework

- Increased IT support availability to end users (Dentists and other business users) by adopting 24X7 infrastructure management

- Single dashboard reports assisted the management team to get quicker updates and allowed them to make proactive decision rather than being in reactive decision mode Deployment of hybrid model ensured 24X7 undiluted and uninterrupted IT support.

For more information : Email Us : infraservices@allieddigital.net | Visit Us : www.allieddigital.net

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