



## **THE IT PARTNERSHIP**

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# Case Study for IT System at Dental Practice

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**Client Company:** THE DENTAL HYGIENE CENTRE

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THE IT PARTNERSHIP is the trading name of Lets Just Do It Ltd., a company registered in England, **Company No.:** 04088505

## Company profile



The Dental Hygiene Centre (DHC) is a Practice dedicated to Prevention and is located in the heart of North Cheam, Surrey. It is a caring practice, committed to providing quality dental care for all the family in a relaxed, friendly environment. The practice that has been serving the community for the best part of 8 years offers:

- (a) Totally personalised One-to-One care
- (b) Treatment undertaken with utmost care and understanding
- (c) Highest standards of infection control in accordance with the British Dental Association procedures for health and safety.
- (d) Thoroughness and long term planning - as a practice dedicated to prevention, they use an approach to ensure a lifetime of good dental health
- (e) The benefits of Advanced Technology - the practice is up to date and uses some of the most advanced equipment in the dental industry

Contact Information:

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## Business situation



The IT Partnership had provided and supported the original IT system when the DHC started consisting of server, network, client PCs and Internet connectivity. Five years later, the existing server had reached its useable limits and needed a replacement. The IT system in Place encompasses:

- 1- Wired and Encrypted Wireless Internet Access Services for the Network.
- 2- Network cabling for the building.
- 3- File Server for data as well as specialist Exact Dental Software
- 4- Domain and Email Hosting Services
- 5- PC Workstations and Laptop Computers as well as Printers and Scanners, Firewalls, Switches, backup drives and other Network Hardware.
- 6- Installation, Configuration, Training and Support.

## Technical situation

The File Server had reached its useable life and was incapable of supporting all the IT system needs adequately.

## Solution

ITP analysed the revised software and functionality demands of the practice. To cope with the demands that the DHC has we supplied and installed a Microsoft Small Business server 2003 with the latest anti-virus software as well as specialist Exact Dental Software. The previous Microsoft Small Business server 2000 server was downgraded from domain controller to member server to be

used as for file storage. Data was seamlessly migrated with users facing minimum disruption.

## Benefits



The new server allows the DHC to manage its workflow efficiently, cutting valuable waiting time as well as paper processes.

## Products and services ITP used

- 1- ITP Built, Intel based fault Tolerant file Server
- 2- Microsoft Small Business Server 2003 Software Suite encompassing Windows Server 2003, Exchange Server 2003 among others.
- 3- AVG antivirus Software for SBS
- 4- Exact Dental Software
- 5- Installation, Configuration, Training and Support.

## Services provided by other groups or companies

Liaised with Exact Technical support to install the software on the new server and moved database from old server to a new server.