Spring Newsletter
Volume 1, Issue 4   2015

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Welcome John Rankin to the Dental PC Team

We are excited to announce our newest DPC team member. John Rankin joins us as a Technology & Integration Sales Specialist. John recently relocated to Jacksonville from Raleigh, North Carolina where he worked at Lenovo. John's technology work experience and educational background will be a great asset to our team. We welcome John and wish him much success in his new role.

John Rankin,
Technology & Integration Specialist

Subscribe to Our Technology Center Events Calendar

and stay up to date on Our Latest Training and other Dental Events in the Community. You can subscribe to the Calendar by visiting our website @ **dentalpc.com/resources/events.** When Subscribing you will have access to upcoming event details at your finger tips that feed directly into your Outlook or Google calendars.

Simple as that!

▶ **SUBSCRIBE**

Upcoming Events

MAR 26 Thu | `all-day` The Thomas P. Hinman Dental Meeting @ The Georgia World Congress Center

5:30 pm Smile Study Club Meeting @ Dental PC Technology Center

🔗 Add ▾

Do You Have Multiple Locations? Ever considered Cloud?

We have a Cloud Solution that allows you to _keep_ your existing Practice Management Software and still receive all the cloud benefits.

Contact Us Today to Start Accessing Your Data, Anytime, Anywhere!

Great News! We are Now an Authorized Weave Reseller

How would you like to save money on your phone bill, while simultaneously receiving better phone service and building More Profit for your dental practice?

With the Weave Phone System You Get:

- **Call** - Unlimited lines, unlimited long distance, and unlimited local calling - all in one simple, convenient package.

- **TEXT** - True two-way text messaging, allowing you to text message back and forth with your patients just like you send and receive texts with your cell phone.

- **Sync** - Weave syncs with your dental software. When a patient calls your practice, everything about them will automatically pop-up on your computer screen. You'll be able to accomplish more.

- **Automation** - Through the intelligent use of Smart Lists, Weave allows you to automatically send birthday and appointment reminders with the ability for your patients to text you back.

What Weave Customers Are Saying: "The ability to call, text, and email patients so easily from one place has helped our office reach our patients more effectively than ever before. In our first month using Weave we increased our confirmed hygiene appointments to nearly 95% and in the second month we achieved 100%. Weave's software has made all the difference."

Start Saving Money on your Phone Bill and Increasing your Profits TODAY

By Contacting us at: (904) 443-0095 or e-mailing sales@dentalpc.com for more information

5 Reasons you should consider Hardware as a Rental

What if you could integrate the latest technologies every 3 years into your practice and have it maintained without the upfront financial burden of purchasing brand new equipment?

You Can Now with our Hardware as a Rental (HaaR) program.

This new program allows you to rent all your computer hardware and have it maintained for one monthly payment. Your IT costs are 100% predictable and you are protected from aging equipment that typically has a warranty of 1 year.

By simply renting your new computer hardware you can significantly increase your Operating Cash Flow and utilize in other areas to Grow Your Business!

Here are 5 Reasons Why You Should Consider Hardware as a Rental:

1. **Reduced Capital Expense:** The HaaR programs allows users to conserve capital. With this additional cash flow your business can invest in other areas. HaaR services qualify as Operating Costs reducing those high tax rates for purchasing equipment outright.

2. **Say Good-Bye to Obsolete Technology:** The HaaR Solution allows you to stay on top of the latest technologies. It will be difficult to navigate in the business world with yesterday's technology. Upgrading to state-of-the-art technology in a timely manner through HaaR ensures you will always have the best in class technology for your business.

3. **No Maintenance Fees (All service issues are covered):** Too often the maintenance and protection of your network takes a back seat due to the initial expense of a new network. Under a standard HaaR agreement the equipment and service are bundled together in one monthly price. With HaaR your investment is 100% predictable and any related stress due to equipment failure is eliminated.

4. **Improved Network Security:** Outdated hardware and software could leave you open to security threats. New IT Hardware typically means better security reducing potential downtimes caused from network infiltration.

5. **Competitive Advantage:** By staying at the forefront of technology you will be one step ahead of your competitors.

> **To learn how you can implement Dental PC's Hardware as a Rental solution in your practice Contact Us Today!**

Stressed about your IT? Here are 4 IT Managed Services to help you Sleep Like a Baby

1. **Managed Computer Support :** Having an IT company on-call for all your computer support takes away the burden of dealing with poorly performing computers and hourly invoices for every service call. Managed computer support simplifies all of that with unlimited on-site and remote support for your network - all on one monthly bill. You can definitely catch more ZZZ's by normalizing your IT costs and having an IT company actively manage your network.

2. **Managed Security:** Cyber-attacks are occurring at an alarming rate and the US is estimated to be the #3 most infected country. The risk of losing your data is real as criminals target large and small businesses alike. The Good News is that you can take steps to reduce your exposure. Utilizing an IT Provider to actively monitor and manage your Anti-Virus and Content Filtering can significantly reduce your chance of becoming a victim of cyber-attacks relieving the anxiety of your network being compromised.

3. **Managed Backups / Disaster Recovery:** Not knowing if your Backups are occurring or relying on internal staff to manage your backups can be stressful. By having an IT provider alleviate that responsibility and manage your backups you can rest assure your data is safe and always recoverable if theft, fire, or natural disaster should occur. With Managed Backup there's no need to worry mon!

4. **Managed Remote Monitoring for your PC's and Server:** Proactively monitoring your computers for hard drive errors, change in anti-virus status, as well as installing patches and updates to your operating system helps you avert any disasters that may occur. An IT company's goal is to prevent issues with your hardware before they have the ability to slow down your production or before they become a catastrophe. Managed remote monitoring allows you to rest while things are being handled in the background.

> **To learn more about these 4 Managed Services give us a call and we can help implement them into your busy practice – So you can get the rest you deserve!**

A Catastrophe in your Practice can happen. Here's how we helped <u>Krantz Dental Care</u> overcome 4" of water damage to their office

Recently Krantz Dental Care had 4 inches of water damage in their office from a broken water pipe in the ceiling. They were devastated by the damage to their office as well as worried about their ability to get everything back up and running quickly to see patients.

We got the call at 6:00 am on a Monday morning after the leak was detected and had our technicians on-site by 7:00 am to assess the damage and do whatever we could to protect their network from further damage. Our plan of action was to protect the data, replace the PC's as quickly as possible, and be on call to ensure everything was running smoothly.

Dr. Alan Krantz
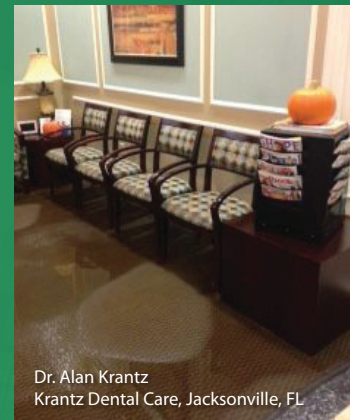Krantz Dental Care, Jacksonville, FL

#1 Protect the Data - Protecting our client's data and technology investments is our #1 priority. We immediately inventoried the damage to their practice. Many computers and battery backups had been damaged by the standing water. **Within the first 2 hours of our assessment**, we had two computers and the server up and running. The office was able to access their schedule and contact patients to reschedule.

#2 Replace the affected PCs and setup to operate as if the disaster never happened Within 72 hours, we replaced all of the water logged PCs, and restored all of the data, programs and icons exactly as they existed before the disaster. As a measure of prevention, we mounted all computers to cabinets, at least 18 inches off the floor.

#3 Be on Call - After the replacement of the PCs and the data, we ensured their office that we would be on call for them and to contact us if there were any glitches or issues with the transfer so there would be no additional downtime.

Because Krantz Dental Care was on our <u>Complete Care Program</u> with unlimited support and backup they didn't have to worry about a huge service bill to get them back up and running.

We highly recommend you have a disaster plan in place which includes an onsite and offsite <u>HIPAA compliant backup</u> and a team of reliable technicians that can be available onsite in a moment's notice with the proper resources if a disaster strikes!

Attention Windows Server 2003 Users: Support Ends July 14th, 2015 – Are You Ready?

After July 14, 2015 Microsoft will no longer issue security updates for any version of Windows Server 2003. If you are still running Windows Server 2003 you will need to take proactive steps to migrate and protect your existing infrastructure.

Dental PC can assist with upgrading your Server to ensure your data conversion goes smoothly and is completed before the deadline hits. We can provide you with new **Hardware** or move you to our Cloud Solution **Complete Cloud**.

Don't Wait until July 14th – Contact Us Today at (904) 443-0095!

Join us at our Next Technology Center Event:

<u>Cloud for your Dental Practice.</u> **Everything you need to know to move to the Cloud.**

Date: Friday, April 10th
Time: 9:30 am — 11:30 am
Location: 7845 Baymeadows Way, Jacksonville, FL
To Register: dentalpc.com/resources/events

The 1st Dental PC Technology Center Event Was a Great Success!

We had a great turnout for our inaugural Technology Center Event on February 20th at our New Office Location at 7845 Baymeadows Way. Many thanks to speaker **Linda Harvey** who provided her valuable knowledge on Florida Laws, Regulations, and Compliance.

We look forward to seeing new faces at our upcoming events and remember: All educational training at the Technology Center is **FREE for our Complete Care Clients!**

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"Making Computers Work for Dentistry since 1995."

A Letter from the Owner's Desk

It has been a wonderful and busy winter at Dental PC. We finally moved into our new facility and finished unpacking! It is nice to have an office that was designed from the floor up to help us bring you the best in Dental Technology. The new office has a 24 person conference room that we are using to hold seminars and training sessions. We are also equipping 2 fully functional operatories so that we can have real chair side clinical training. It is very exciting for us and our first 4 meetings at the Dental PC Technology Center have been tremendously successful.

I want to extend an invitation to everyone to come by and check out or facility and if you need a place to hold a training or seminar please let us know. I also would love feedback on what types of topics you would like to see us present. We would be more than happy to reach out to any specific speakers or vendors and put together a presentation. Furthermore, if you and your team are looking for a space to get out of the office to do team building or training, feel free to ask us about using the space. We have the capability of setting up computers to log back into your office system so that you can have access to all of your information in our training space.

Our next presentation is going to be on Cloud Computing and moving your current system to the cloud. It should be a good one but be sure to check out all of the events on our website at www.dentalpc.com/resources/events All training will be offered for free or reduced rate to our Complete Care clients.

We hope to see you soon at the Dental PC Technology Center.

Clay Archer, MBA, MCP