

Success Story

A Family Dentistry

Prior to Milner's arrival, a rural dentist office struggled with office technology issues. These issues were only worsened by their office technology provider, at the time. Promises were made, but not kept and services were delivered late, if at all. So, after reviewing their provider's poor service and higher cost, the dentist office knew it was time to make a change.



Milner was able to establish better service, with less downtime, and did so at a lower cost than dentist office's previous provider.

After performing a network assessment and analyzing the data, Milner discovered a high risk of data loss due to a lack of redundancy, printer output and operating systems were not yet up to date leading to inefficiencies and a lack of resilience needed to meet a best-practices standard. To address these issues, the following actions were taken:

- Milner worked with an international network security provider that has a variety of data security devices, to protect the dentist office's sensitive data and maintain regulatory compliance.
- Milner supplied the dentist with a laser printer for its customizable user interface, 40 pages per minute and narrower design that fit well and provide for their basic office needs.
- Milner provided a data backup device to create the redundancy needed to secure their data for the long term.
- Milner addressed end users by actively providing support of eight existing computers and providing two new computers for smooth business operation. ***Now, should a problem ever arise, an employee may submit a HelpDesk ticket straight from their desktop and expect a response to their technical question within four hours.***

Today, as regulatory concerns, such as **HIPAA and HITECK**, continue to increase Milner is here to help. With Milner's assistance, the dentist office is better able to establish compliance, efficiency, and the security of sensitive information now and into the future.

