



Dental Surgery Centers Physicians Group

By partnering with Istonish for IT Support services, a major dental surgery physician group realized significant cost savings and improved service levels in all clinics within their system, allowing both the physician group and individual clinics to focus on key clinic and patient initiatives.

Service Goals

- Reduce on-site IT support visits to lower cost (handle 95% IT support needs remotely)
- Coordinate "Pro-active" on-site support for each clinic
- Establish measures to improve clinic service (SLA's and key performance indicators)
- Implement IT support standardization for better consistency
- Increase overall service quality

Built Results-Oriented Desktop Support Team

After evaluating several IT support companies, the client selected Istonish for our "Clinic Care" IT support services. Istonish was selected to provide services for 10 initial (in different states) with a commitment to provide services in 40 clinics in 32 states (target build-out).

Keys to Success

- World-class IT service desk (Five 9's system redundancy)
- Remote IT support tools for monitoring and problem resolution
- Consistent support process for all clinics
- Communication & escalation plan for all Clinic Office Managers
- Unparalleled cooperation with other service providers



Quality Results

Istonish established consistency in IT service and support processes and met or exceeded service level agreements.

Cost Results

Istonish lowered monthly cost of service to the client by 40% while creating a customer focused environment.

Our flat-fee service model creates a true partnership allowing the Istonish team to focus on service that improves patient care.

To learn more about Istonish, visit www.istonish.com

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