

## Dental Associates Can't Stop Smiling.

SPSI solution drives 700+ desktops without the need for additional IT personnel.

### Challenge

Dental Associates, a group practice serving 300,000 patients at eight locations in eastern Wisconsin, was on the leading cusp in implementing digital x-rays. But it meant expanding from 200 desktop units to more than 700. Updating and maintaining their current software was already taking a bite out of the IT department's time. To go all digital, they had to find a better way.



### Solution

"SPSI introduced us to Citrix and said, 'Let's try this,'" noted Donald Whamond, chief technology officer at Dental Associates. Starting with a proof of technology, SPSI built a virtual desktop infrastructure utilizing Citrix XenDesktop. Dental Associates now has more than 800 "endpoints"—a combination of thin-client, PCs and laptops. At each clinic location, desktops network with an IBM BladeCenter S for decentralized data storage.

The virtual desktop structure delivers the heavy processing power required at each dental chair. Users can capture x-rays, oral photos and photos of the patient through USB connections, and integrate them into electronic dental records. The SPSI-engineered solution supports Dental Associates' unique "dental hospital" model. Under one roof general dentists, hygienists, and specialists such as oral surgeons, orthodontists and pediatric dentists practice together; they come to the patient rather than the patient having to go to them, and patients' charts are accessible at all locations. "Everything they need to treat the patient is at their fingertips," said Donald.

### Results

Staying with thin-client architecture saved Dental Associates from having to purchase PCs for every dental chair. It also allows them to roll out security patches, software updates and even Windows 7 to the entire network, rather than laboriously updating each individual desktop. Most importantly, the SPSI system has enabled an IT staff of eleven to handle a growing, 21st century dental practice. "If you look at what Citrix has allowed us to do, infrastructure-wise, we can manage with a lot less people," Donald commented.

 *I didn't have to increase staff. That, I think, is the incredible piece of the whole thing. We're able to better manage, better get in front of it, and not have to add bodies to make it work.* 

*Donald Whamond  
Chief Technology Officer  
Dental Associates*

Can an SPSI solution brighten your day? Contact us for more case studies or to discuss a challenge you are facing.



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