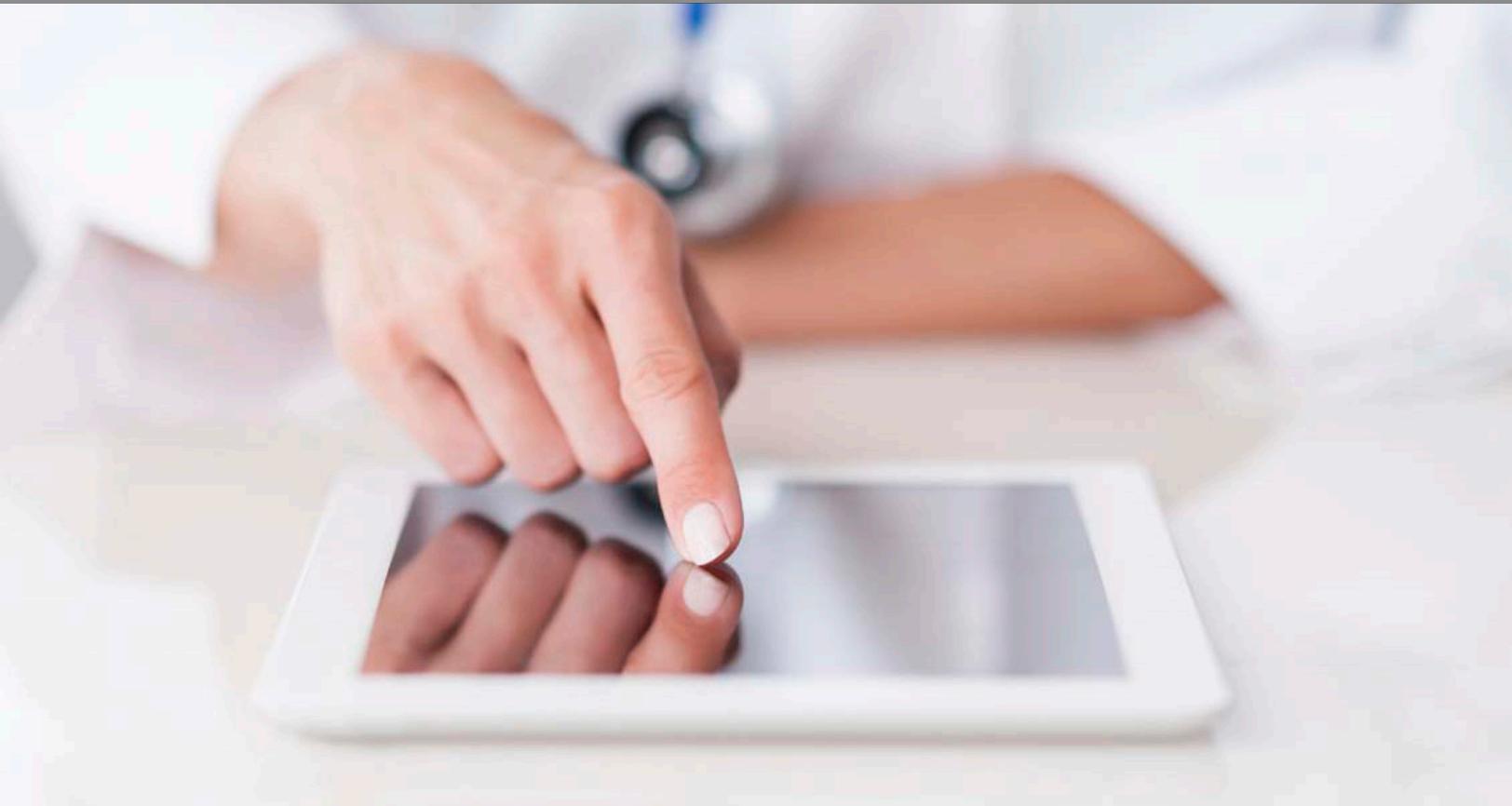


# Case Study

Dental Practice Management Company





# Background

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The customer is a dental practice management company with over 40 locations across the United States in Florida, Virginia, Arizona and California. The company acquires, develops, renovates, consolidates and partners with dental practices through its integrated dental care delivery systems. The company, with 250+ employees, had the majority of its business relying on its ERP/medical applications running on an MSP based in a single data center. When the company acquires new practices, it has to add the new office into the current email and back-office environment.

## Pain Points

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The MSP couldn't handle the growth from an infrastructure and policy perspective to go along with the numerous outages based on policies and limitations within the current environment. Since the organization was expanding across the US, the dental practice needed a uniform infrastructure and policies for future growth with a limited IT staff.

The dental practice management company wanted a dynamic solution that could expand and deploy quickly, and wanted to know what the OpEx would be every time a new office was added.

## Opportunity

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After being introduced to the opportunity through a sales partner, RapidScale's team of experts analyzed the customer's needs. The dental practice management company wanted a dynamic solution that could expand and deploy quickly. The client also wanted to know what the OpEx would be every time a new office was added. RapidScale was asked to evaluate the environment and build a roadmap to a unified infrastructure built for future expansion.

# Key Points

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Location: Across the US

Business Size: 250+ employees, 40 locations

Pain Points: Lack of scalability, unpredictable costs with new acquisitions

Solutions: CloudMail, Cloud Server, CloudDesktop, CloudRecovery

## Solution

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RapidScale presented the customer with a solution to address their pain points. After evaluating, RapidScale compartmentalized the infrastructure into five parts: email, IaaS, failover, virtual desktops, and policies/procedures. RapidScale upgraded the client's email to CloudMail (Exchange 2013), and put in a migration plan for the 250+ employees. After the email migration, the cloud provider mapped a plan for a migration of the infrastructure to CloudServer with CloudDesktop (virtual desktops). RapidScale then worked with the client's IT team to identify which applications and servers needed high availability for CloudRecovery with Failover and built out a replication environment in a secondary data center. Once that was stood up, RapidScale helped build out new policies and procedures to use going forward so any future acquisitions would go smooth.

The client can now take advantage of a scalable environment for future acquisitions and a stable environment with failover. The IT team knows the exact cost of each new employee coming on board, and is able to make quicker decisions.



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**PACKETFUSION**



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