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## NCDR, LLC the practice management firm for Kool Smiles

**The Client:** Headquartered in Atlanta, GA, NCDR, LLC provides various non-clinical services to dental group practices. NCDR's principal client is Kool Smiles, a nationally-branded provider of high quality dental care to children and their parents. Kool Smiles accepts all types of insurance, but is one of the few providers who accepts United Concordia's Tricare for military families, as well as Medicaid and State Children's Health Insurance Plans.

**The Challenge:** NCDR had to create an infrastructure to support the fast growth of Kool Smiles, when they first contacted UTG. NCDR needed local support for the IP Telephony equipment it was using and UTG is an authorized dealer for the manufacturer. They needed UTG to quickly reconfigure their voice and network infrastructure that transports the voice and data traffic.

Kool Smiles' mission to provide high quality dentistry to children and their parents in underserved communities forecast exponential growth and the projections presented significant technological challenges. NCDR had a network in place that had been a low-cost solution for the early stage company but would not provide the reliability, scalability and security that would be needed as Kool Smiles began to realize their mission.

Part of NCDR's vision has always been to leverage the industry's best practice management application through a centralized server model. This allows for a quick and repeatable de novo process but the server farm and other critical data center components require constant supervision. It would be very difficult for NCDR to support both rapid growth and monitor and maintain the infrastructure required for the operational business.

**The Solution:** UTG was able to address all of these challenges for NCDR. The first recommendation was to deploy a WAN architecture that would support multifaceted Quality of Services (QoS) as well as redundancy with automatic fail-over routing. An industry leading networking solution was implemented that provided the flexibility UTG engineers needed to provide the designed functionality. Additionally, a single provider was selected for the carrier services. UTG was able to bring all of the complexities of NCDR's telecom into a manageable solution that was able to grow at the speed of the business.

As NCDR continued to grow, UTG extended their proactive monitoring and management from the telecom equipment to the rest of the data center. UTG was able to use process and automation technology to efficiently manage the routine maintenance tasks of the server farm. NCDR now had SLA driven performance on the support of the existing infrastructure and could focus on the strategic challenges facing any company attempting to grow that quickly.

**The Result:** NCDR immediately benefited from additional resources. UTG's technical resources were able to compliment NCDR's internal IT staff in a mutually beneficial way. UTG quickly helped NCDR to improve the foundation of their IT infrastructure. Because the critical applications were centralized, reliable connectivity to the remote offices was critical to efficient operations. Today NCDR enjoys a reliability of over 99.9% uptime for the network.

Monitoring and management of NCDR's massive server farm has also been very successful. In addition to improving efficiency, UTG's technology platforms generates detailed reporting that NCDR can use for planning, holding UTG accountable, reporting KPI's to management, etc. An example of the terrific performance that UTG provides NCDR is the average resolution time for a Priority 1 service ticket, a mere 45 minutes to resolution.

*"My staff actually looks better because UTG is there taking care of the everyday frustrations that could cause negative perceptions. One printer not working can erase all of the positives of a successful project that gets much less visibility. I call it a "smart-sourcing" arrangement because it is about doing things in a better way, actually incrementing your internal capabilities. Process driven support with an SLA and 24x7 monitoring keeps the lights on and reporting from a neutral third party provides the detail and accuracy that we need to intelligently operate the business."*

- Mark Blomquist, CIO