

Customer Profile

Bristol Dental Anaesthetic Clinic

With few IT skills and a limited budget, the Bristol Dental Anaesthetic Clinic had been struggling with its computer system for many months. It needed to upgrade its network before its patient services started to suffer.

For a dental practice today, a computer is as vital as a drill. The Bristol Dental Anaesthetic Clinic uses its computer network for making appointments, generating invoices and transmitting data to the Dental Practice Board. However, all of its networking equipment was seven or eight years old and was in urgent need of updating. "If the network had gone down for a day or two, the impact on our patients and our business would have been huge," says principal dentist Ian Skerratt.

On a regular basis, the network produced a baffling array of error messages and wouldn't do what it was supposed to do. For a long time, the practice relied on the help of a neighbour with experience in dental computer systems, who just kept patching the system up. "We realised that we had to address the issue properly, but had neither the IT skills nor a large budget to devote to it," says Ian.

After receiving a recommendation from a friend, Ian approached Bristol IT Services, a company that specialises in helping small businesses to resolve IT problems. Company founder Gordon Wilkie went to the practice and quickly identified the source of the problem. He upgraded all of the cable in the network, installed proper network connectors, replaced the network cards in the computers and soon got the whole system working again. "Gordon provided us with good, sensible advice," says Ian. "He explained the options and gave us the choice of different solutions with different price implications. We felt that he understood the needs and constraints of a small business."

He adds: "Gordon didn't take any risks with our information and equipment. When he did take away machines or disconnect parts of the network, he always ensured that the business could still operate."

The practice now continues to rely on Gordon to fix problems and provide trusted advice, as needed. Since the original network upgrade, Gordon has helped the practice to better understand its back-up system and make it more efficient. He has also relocated one of the workstations, so that it can be put to more effective use in one of the recovery rooms.

The team of dentists, nurses and receptionists has been very impressed by Gordon's speed of response. "When we call with problems, help always appears very quickly, often within half an hour," says Ian. "Bristol IT Services provides a reliable and trustworthy service at a reasonable price."

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Company:

- A referral dental practice in Clifton treating 5000 patients a year

IT Environment:

- Small network for 8 users
- 3 workstations
- 1 server

Challenge:

- Frequent system crashes
- Inefficient use of workstations
- Lack of IT skills

Solution:

- Upgrade Ethernet cable and networking cards
- Relocate workstation
- Provide IT advice

Result:

- Reliable network
- More effective use of IT resources
- Greater confidence in technology