

Angel Dental Care



Angel Dental Care (ADC) provides quality dentistry care for people of all ages with a wide range of services, including preventive, cosmetic, restorative and reconstructive dentistry. Among its competitors, ADC is unique in that its Catonsville, MD office is open seven days a week, 365 days a year (including holidays). Thirty employees staff this location. ADC also has an office in Annapolis, MD staffed with 15 total employees. For more information, visit www.angeldentalcare.com.

Challenge

In early 2005, ADC began looking to replace its existing Nortel telephone system with a new solution that would connect its two locations in Maryland with IP telephony and help the company save on telecom-related costs. ADC was also looking towards the future and the possibility of adding new offices in the years ahead, and wanted a cost-effective way to network any new location with its existing offices without incurring costly installation expenses. Leveraging its diverse team of doctors, ADC is open seven days a week, 365 days a year. The ADC office hours offer patients with busy schedules the convenience and flexibility of having an appointment any day of the week.

Solution

After looking at several solutions from other vendors, ADC selected an Avaya IP Office solution for its Catonsville and Annapolis offices. The company is using Avaya VoiceMail Pro for its messaging needs, and the IP Office Manager application to configure its call routing schemes and to facilitate moves, adds and changes. With Avaya Phone Manager Pro, ADC doctors can work effectively from home and access the solution remotely, which allows them to view their schedules, contact patients through the IP Office Solution; review patient charts and x-rays; and even fax prescriptions to a pharmacy.

Applications and Services

- Avaya IP Office
- Avaya VoiceMail Pro
- Avaya Phone Manager Pro
- Avaya 5420 Digital Telephones
- Avaya Wireless Telephones

“ We love the integrated fax client in VoiceMail Pro that allows us to send and receive faxes from our email boxes. It’s a great convenience that helps us avoid the need to be by the machine to receive a fax, or risk missing an important fax because the machine is out of paper or some other maintenance issue. ”

— Philip Harris, IT administrator



Results

- Reduced telecom costs and three-digit dialing between two locations.** By networking its two offices with IP Telephony, ADC is avoiding local toll charges for interoffice calls and gaining the convenience of three-digit dialing. *“We’re constantly making calls back and forth between our two offices, and being able to run those calls over the Internet instead of using a PBX system has helped us save roughly \$400 per month per location on reoccurring local toll charges,”* said Philip Harris, IT administrator.
- Prepared for future growth and expansion.** By deploying an Avaya IP Solution, ADC has laid the foundation from a telephony standpoint for the company’s plans to add new offices in the future without incurring costly implementation expenses. ADC is also considering a main contact center to handle all incoming calls and distribute them to the appropriate office.
- Enhanced mobility.** Using Avaya Phone Manager Pro remotely allows ADC owners and office managers to work at home or on the road with all the features and functionality of their desktop phones. And Avaya Wireless Telephones lets office workers leave their desks without worrying about missing calls. *“With the Avaya Phone Manager Pro, when any of our doctors wants to be available to make or receive calls while at home, they can simply log onto the VPN (Virtual Private Network) at the office and work as if they were there,”* said Harris. *“My Avaya Wireless Telephone functions just like the portable phone I use at home. It allows me to get up from my desk and move about the office without worrying about missing an important phone call.”*
- Easy call flow configuration leads to quality care for patients.** ADC uses the IP Office Manager (Manager) application to configure its call flows and ensure calls are answered as quickly and efficiently as possible. This application is IP Office’s main configuration tool. Using a Windows Graphical User Interface, Manager provides an intuitive interface for installation, configuration and subsequent moves and changes. *“Our business is providing quality dental care, and a big part of that is making sure that calls are answered quickly so our clients get the care they need and answers to their questions about billings and appointments as quickly as humanly possible,”* said Harris. *“And with IP Office Manager, if we decide to close one of our offices, we can change the routing of calls with the press of a button so our patients can always reach us.”*

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or Authorized Avaya BusinessPartner, or access other collateral by clicking on **Resource Type** under **“Do Your Research”** at www.avaya.com.

“We use Avaya IP Office ContactStore for call recording. I can use a web browser to access the IP address of the VoiceMail Pro server remotely, and by extension number, check the number of calls, the time they were received and the duration of those calls. This data helps us ensure we’re staffing our phone lines appropriately.”

— Philip Harris, IT administrator