

**Region:** East Midlands

**Business Sector:** Dentist

"Local dentist needs existing IT network improved, network reliability and faster speed to ensure all systems can communicate with central server to ensure a smooth professional experience for patients"

### The Business Problem:

We were approached by a leading local dentist and asked whether we could assist with overhauling their IT Network as staff has been having problems with slow systems and network connectivity.

### Our Solution:

As a result of our onsite network audit we found three problem areas that need to be focused on and upgraded:

- Network cabling
- Network switch upgrade
- Segmented network connectivity

We carried out a number of speed tests on the network and found that certain parts of the network running at 100Mbps and other parts at 1000Mbps this was causing network speeds to slow down to 100Mbps to allow for compatible communication. This was resolved by replacing parts of the network with the correct cabling type and by installing a high speed gigabit network switch to centralise all network communication which resolved communication problems with systems.

By improving system wide network communication we increased practice productivity, file access times and data transfer speeds. The Practice Manager was happy as the increase in productivity meant happier staff and a reduction in patient wait times at the practice and an increase.

There was ZERO downtime for the surgery as all work was carried out over a weekend and the engineering team were onsite Monday morning to provide any help and ensure the implementation was all smooth.

### Key Benefits:

- Unified Messaging for remote workers and mobile support
- Network stability and reliability
- Network speed increase

