NOVA Computer Solutions Helped An Orthodontics Practice Set Up The Technology For Their New Office

Dr. Mike Dunegan and his staff at Dunegan Orthodontics in Gainesville, Virginia run a very busy practice – they care for approximately 80 patients a day. They specialize in orthodontic treatment for both children and adults and have many years of experience treating a variety of cases.

The staff relies on their IT system, business phones, Ortho 2 Viewpoint Practice Management Software and digital scanning solution to serve their patients. Dr. Dunegan needed an IT services company that could support these systems and help him move his office.

NOVA
COMPUTER SOLUTIONS

Relocating From Manassas To Gainesville

Dr. Dunegan looked for an IT services company to integrate technology into all aspects of his orthodontics practice. He was also moving his office from Manassas to Gainesville and needed a company to design and implement technology solutions from top to bottom.

He chose NOVA Computer Solutions to build out and manage all of the technology for his new practice. This was quite a large project with nearly 5,000 square feet of space.
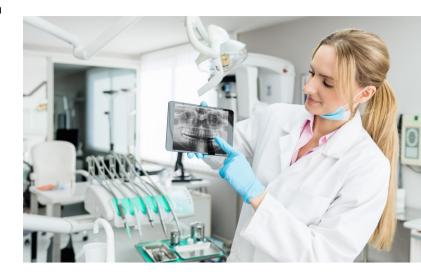
NOVA installed:

• 12 Dell PC's and servers with HP Thin clients. (This is a lightweight computer with a remote connection to a server-based computing environment.)

• A new server that runs their Ortho2 practice management software.

• A Honeywell Access Control System with a security camera and magnetic locks, so the receptionist can lock and unlock both the front and back doors to ensure only authorized visitors can enter.

• A Digital Photography Station to take photos of new patients.

• A Gator Games gaming systems for the children's waiting area.

• An Atlas Inter-Office Sound System.

• Three large Samsung TV's for patient entertainment and education.

• Nearly 9,000 feet of linear Cat6, RG6 and 18/2 cabling.

During this time Dr. Dunegan still had his second practice running in Manassas. NOVA performed a hardware and wiring refresh for this office. Eventually he sold this practice and now operates solely out of his office in Gainesville.

Today NOVA Computer Solutions provides ongoing IT Support for Dunegan Orthodontics. Some of the services they provide include:

• Remote Access
• Security as a Service
• Hardware as a Service
• A Secure and Encrypted Email Solution
• A Secure and Encrypted Backup Solution
• Support for all Hardware
• A cloud-based VoIP Phone System (FreedomVoice)

The Office Manager For Dunegan Orthodontics Tells Us More

"NOVA takes care of everything to do with technology, even if they don't support the solutions themselves. For example, when we were having issues with our Comcast phone service, NOVA contacted them and ironed out all the problems."

NOVA
COMPUTER SOLUTIONS

VoIP Phones

"Speaking of phones, the Comcast phone system kept going down. NOVA had the best solution – our VoIP Business Phones from FreedomVoice. Now when the power goes off, we can still make and receive calls."

Wi-Fi

"We have two Wi-Fi systems, one for the office staff and one for our visitors. NOVA keeps them separate, which makes our office system run faster and keeps our passwords and data secure."

Practice Management Software

"They help us troubleshoot our Ortho 2 View Point Practice Management Software. If we need support from the software provider, NOVA contacts Ortho2 for us."

Power Outages

"NOVA has a clear protocol for handling power outages. We've had quite a few this summer with all the thunderstorms. They provided a list of what we should do if the power goes out, so our technology stays safe when Dominion Virginia Power gets the electricity back online."

"And when the power goes out, Dr. Dunegan can still access our data from his home office that NOVA helped him set up. This way he can always stay connected to our files and communications via a secure cloud solution."

Peace Of Mind

"NOVA has gone above and beyond our expectations. When we had issues with all the power outages this summer, NOVA showed up without us calling them. They ensured our technology would be working when the power came back on. This provides us peace of mind. We know we'll come to the office and all of our technology will be working."

IT Strategic Planning

"NOVA provides the strategic consulting we need. They foresee what our upcoming IT needs will be. For example, they recognized that our server was coming to an end. They gave us three-months advanced notice so we wouldn't be faced with a server crash and downtime."

Day-to-Day

"'It's important for us to have an IT services company like NOVA because our office is paperless. We run everything digitally. We don't have an IT person on staff. NOVA acts as our outsourced IT Department instead."

"Dr. Dunegan and our staff have been extremely pleased with NOVA Computer Solutions. Of all the vendor relationships we have, this one is the best. We highly recommend NOVA and always refer them to other orthodontists and dentists here in Northern Virginia."

NOVA
COMPUTER SOLUTIONS