Why Did A Busy Dental Practice In Alexandria Virginia Choose NOVA Computer Solutions?

<u>Dr. Dosen, DDS and his enthusiastic staff</u> are well trained and committed to providing quality dental care and service. They are a busy dental practice in Alexandria, Virginia and can't afford to be without their technology.

Dr. Dosen knows that the little details often define a patient's experience, and he knows the same exists when it comes to IT service and support. This is why he contacted NOVA Computer Solutions for his Managed IT Service Provider. NOVA specializes in supporting the technology needs for dental offices in Northern Virginia and Mid-Atlantic Region.

NOVA
COMPUTER SOLUTIONS

CHALLENGES WITH THEIR PREVIOUS IT COMPANY:

Dr. Dosen's practice wasn't entirely pleased with their former tech support company. There were a range of issues from constant computer issues to basic minor headaches such as:

- Slow Internet Speed
- Cord Clutter and Hardware On The Floor
- An Old Phone System
- Failing Equipment

THE DECISION:

In early 2018, Dr. Dosen and his Office Manager decided it was time to switch IT providers. They both agreed that it was time to call NOVA Computer Solutions.

OUR STRATEGIES:

We got right to work and solved their ongoing issues, which were:

- **Internet Speed:** We recommended a new (better) Internet Service Provider that offered the speed the practice needed.
- **Hardware and Cord Issues:** We provided and installed new, updated hardware, raised their existing hardware off of the floor, and used zip ties to assist with clean-up of cord clutter/appearance.
- **Old Phone System:** We recommended a new phone system and provider.
- **Failing Equipment:** We provided new equipment recommendations.

In addition, the practice now uses our:

- Hardware-as-a-Service (HaaS) Solution with 2 computers
- Software-as-a-Service (SaaS) SonicWall Solution
- NOVA Rescue Cloud Backup
- Hosted Email Exchange (NOVA Mail)
- Cloud solution with Microsoft Office 365

TODAY:

As Britney, Dr. Dosen's Office Manager tells us:
"NOVA Computer Solutions was able to save us from ourselves and has been amazing from Day 1! We're so happy!!"

"Customer service is above and beyond excellent! The NOVA team is ALWAYS friendly and responsive. We highly recommend them!"

The practice is getting ready to hire additional staff and they will be signing up for more computers through our Hardware-as-a-Service (HaaS) Solution.

BRITNEY'S RECOMMENDATION:

If you're looking for an IT team in Northern Virginia that's experienced in serving busy dental practices, contact NOVA Computer Solutions in Woodbridge, VA.

In the meantime, stay up-to-date on important developments in business IT. Visit the NOVA Blog! Here are a few articles to get you started:

Why Are FreedomVoice Phone Systems Great For Dentists?
Communication is key for any business and your dental practice is no different, which is why you should consider implementing a VoIP telephone system. The telephone systems for dentists that are currently available offer a variety of benefits that are designed to significantly improve patient experiences and expand your practice's communication capabilities. One of the most reasonably priced and customer oriented VoIP telephone services for dentists is FreedomVoice.

Did You Know That October Is National Cybersecurity Awareness Month?
Online security is something that should get everyone's attention. Threats exist all around us, such as ransomware, viruses, spyware, social engineering attacks and more. There's so much you need to know to keep your personal and business information safe. But... where do you start?

NOVA Computer Solutions Helped An Orthodontic 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 caring 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.

Tech Talk: The Technology Communication Checklist For Orthodontists
Affordable and cloud-based technology is the future of telephone systems and the future is now. Easy to use with simple set-up for offices have more orthodontists and oral surgeons improving telecommunications and going digital.