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HTI Consultants Help Dental Offices Get “Back to Basics” With Their IT

*Leading Managed Technology Services
Provider Outlines 8 Necessary
Components Dental Offices Should
Expect From Their IT Provider*

NEW JERSEY — September 1, 2020 – HTI Consultants (HTI), a leading managed technology services provider (MTSP), announced today that the company has released their Basic ProCare Solution, which is the nation’s most complete IT solution for dental offices. One of the most frustrating aspects of running a dental office is when completely preventable technology problems arise and result in unnecessary downtime, patient frustration and overall distraction to staff and dentists. In the wake of the current pandemic, the necessity for efficient technology has heightened, because downtime in this economic climate is simply no longer an option.

Dental offices are addressing this problem by transitioning from a single IT provider to a 24/7 managed IT services provider. Previously, this type of tech support was cost prohibitive for dentists, however, with the proliferation of remote technologies and cloud-based solutions, dentists can essentially acquire an entire outsourced IT department, for

the fraction of the cost of an in-house, or on-call IT person. Javed Uddin, CEO of HTI Consultants, states, “Our job is to monitor your technology and to fix everything proactively, so that you don’t even notice there was a problem in the first place. That’s the level of ‘peace of mind’ we aim for in every single customer relationship.” Managed technology service providers offer a much more comprehensive and robust solution than an individual because of the shared expertise and infrastructure that already exists within any true MTSP.

Oftentimes, dentists or their staff waste countless hours fiddling with technology that is underperforming, when the solution is to shift to a more proactive approach. “Dentists and their staff shouldn’t be spending any of their valuable time on IT, especially in light of the level of expertise that’s currently available. There’s no basis for it, especially when we consider billing rates. Let’s not forget, the ultimate point of any technology is to increase our clients’ bottom line,” adds Uddin.

While the case is clear for shifting from a “break-fix” environment to a more

preventative approach, dentists need to understand the core components that they need from an IT solution to reduce downtime, keep patient records secure and maintain “peace of mind” in the event of an unforeseen incident. HTI provided a short checklist that dentists can use when assessing whether or not their current provider is up to par, with industry standard:

- 1) Server + Multiple Workstations –** These are the necessary foundations for any technology to operate within a dental office.
- 2) 24/7 Monitoring + Server Health Alerts –** As servers and workstations age, they become more vulnerable to underperformance or data loss. By monitoring, workstations can be kept secure and healthy.
- 3) Cloud Storage –** Dental offices with access to the cloud benefit from greatly

improved security and “ease-of-access.”

4) Anti-virus & Anti-Malware Protection

– As dental offices are ideal targets for hackers, anti-virus and anti-malware solutions create a bedrock layer of device security.

5) Patching and Updates

– As we progress in our sophistication of technology, so do hackers in their complexity of attack. Patching and updates can ensure additional layers of protection to sensitive patient data.

6) Unlimited Remote & Phone Support

– This aspect ensures incentive alignment between MTSP and client. The better the underlying technology performs, the less likely it’s necessary for IT support. When problems arise, clients need to have immediate access to resolution to reduce downtime to an absolute minimum.

7) Concise Monthly Performance Reports

– On a monthly basis, dentists should have access to reports, analytics and a “high-level”

summary of any actions taken on their behalf to maintain IT performance.

8) Dental Industry Specific Expertise

– While there are a multitude of true MTSPs out there, few know the specific technology requirements that are unique to a dental office. Dentists would be well-advised to procure a provider with plenty of industry specific experience to reduce paying for their provider’s “learning curves.”

ABOUT HTI

HTI Consultants has been providing cutting edge technology to hundreds of dental and healthcare practices in the northeast region since 1997. The company has been working to increase the productivity and profitability of its clients by offering them a range of technical products and services in the field of communications(VoIP), managed IT services, structured cabling, networking, surveillance, network security, digital imaging and backup and disaster recovery. Their certified and experienced technicians and engineers provide technical support and maintenance to keep various businesses running smoothly and compliantly. Call HTI at (973)889-0030 or visit, www.hticonsultants.com for more information.