

ADP Dental makes substantial savings while getting a more comprehensive service

ADP is a rapidly growing NHS dental business with 132 practices across England and Wales providing dentistry services to more than 1.5 million patients.

Challenge

When the company started experiencing performance issues with its previous support provider, IT Manager Colin Kendrick, started to look for a new partner and someone who could supply and install servers, or provide cloud services.

Having already worked with IDE Group on a virtualisation project in a previous role, and being impressed with how professional, competent and thorough the team was, he approached them and asked them to put together a proposal for rationalising ADP's 130 sites, and a separate one for the support contract.

Solution

IDE Group account manager, Paul Boyd, worked with Colin on the proposals and identified that what the company would benefit from most was implementation of Microsoft BPOS (Business Productivity Online Services) and second-line support, which would give them access to a team of engineers as needed and one permanently based with their in-house team.

Results

Just before the new contracts had been signed, ADP's legacy email system failed completely and the company was off-line, which was a problem that Colin needed to fix as fast as possible. He contacted IDE Group and asked them to migrate the systems immediately and within 24 hours ADP's email system was up and running again with all users data migrated successfully.

Colin said: "Our directors were over the moon. For IDE Group to implement the migration so fast without us having a contract in place was incredible customer service and made the awarding of the support contract a much easier decision."

The new Microsoft BPOS system not only provided new email services but also gave ADP much-needed collaboration tools and an intranet for central document storage. The intranet has given all of ADP's practices their own sub-sites as well as access to a shared site for legal and compliance information.

Colin said that within months the intranet has gone from being a "nice to have" to become the company's core tool for management of all documentation.



Dental Co. Ltd

Company: ADP Dental
 Industry: Healthcare
 Country: UK
 Website: adp-dental.com

Benefits

- Emergency migration
- Intranet collaboration tool
- 24/7 service desk
- Phased contract approach
- Reduced internal troubleshooting

“ The response times are excellent – on almost every call we log there is an engineer on site within four hours. IDE Group provides a top quality services from a dedicated, knowledgeable team.

”

Colin Kendrick
 IT Manager
 ADP Dental

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Continual Support

After the success of the Microsoft BPOS implementation, IDE Group was awarded the support contract that Paul had proposed.

The new Service Desk solution provided by IDE Group provided ADP with substantial cost savings compared with the contract they had in place with their previous provider while also including more fully comprehensive services. ADP now benefits from SLAs (service level agreements), break-fix and on-site support, all of which combined immediately impacted on the time the in-house team spent troubleshooting.

Colin said: *"The response times are excellent – the SLA is eight hours for non-urgent calls and four for urgent but on almost every call we log, there is an engineer on site within four hours – no matter which of our 132 sites is affected."*

Paul Boyd also assists Colin with his business cases to present to the board for approval of IT expenditure and Colin said that his help is invaluable: *"Paul is honest, professional and always available – he provides a very good service."*

Colin is moving on from ADP shortly and said he is already considering how he can use IDE Group in his new role as they provide a top quality service from a dedicated, knowledgeable team.

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