Global Application Migration & Hosting

International service, high-level consulting and scalable, managed IT services with Carbon60 Networks.

dentalcorp

Client Background

Dentalcorp is focused on acquiring and partnering with leading, growth-oriented general and specialist dental practices across Canada. The company's unique value proposition allows Partners to retain their clinical and operating autonomy while we, as their business partner, provide comprehensive strategic expertise and tactical resources to support their growth. This enables their Partners to focus their energy on delivering optimal patient care.

Founded in 2011, dentalcorp is the largest network of dental practices in Canada with more 160 locations, 2,700 team members and 1.6 million patient visits per year.

Key Highlights

After competing with nine other companies during the RFP process, Carbon60 was selected to manage the migration of their global application. Due to the high risk involved with a migration of this nature, dentalcorp chose Carbon60 because of their track record in delivering secure, business-critical applications. One of the main differentiators was Carbon60's white-glove, partnership approach to the project, providing high-level consulting to assist dentalcorp in delivering a scalable, long-term solution.

- Introduce a scalable, agile ongoing service model
- Offer high-level consulting on application migration
- Deploy robust, fail-safe disaster recovery platform
- Completed migration in only six months

" Carbon60 is an **extension** of our IT department. "

— **Vlade Dimovski,** IT Director at dentalcorp

The Challenge

In 2015, the Treasury Board of Canada instated a government-wide policy on the use of cloud computing services. The new policy specifies that Canadian companies using cloud service providers must not store any non-public, personal, or sensitive data outside of Canada. With this new policy set to be enforced by the end of 2015, dentalcorp needed to decouple from its cloud service provider and partner in Australia. Going forward, dentalcorp needed to house all the public health record data, enterprise resource planning (ERP) applications, and sales CRM, and provided all managed IT services. This entire solution needed to migrate to a Canadian provider that has the right infrastructure.

The Solution:

As the project unfolded, dentalcorp's needs evolved beyond the initial requirements, and Carbon60 responded with an agile, cloud solution that could be adjusted on the fly. Carbon60's service delivery matrix offers an end-to-end solution, from application lifecycle management and perimeter security to content distribution through Akamai, as well as the expertise and understanding their customers' business and how to take them to market effectively and efficiently. Carbon60's service level agreements include more than just the operating system, they guarantee the applications and the delivery of the application to their customers.

- White Glove Service – Carbon60 fast-tracked tickets to meet schedule demands
- 24-Hour Support – With a 12 to 14-hour time difference, immediate support from Australia wasn't feasible, so Carbon60 offered flexible hours to manage real-time communications
- Real-Time Consulting Services - Allowed dentalcorp to acquire new ownership arrangements
- Fail Over Solution – Carbon60's BC data centre offers redundancies to ensure key business systems are always up and running

The Results:

Along with improvements in client onboarding and the quality of service, dentalcorp has established a more formal IT department which partners with Carbon60's leadership and development team. This partnership will enable dentalcorp to reach its goal of absorbing another 40 practices by the end of 2016. Other benefits include flexibility, scalability, and access to world-class IT expertise and professional services such as developing a single log-in for multiple applications.

The results include:

- Absorb more practices without increasing the number of internal resources
- Present a smoother and more stable environment for dental practice onboarding
- Enjoy IT flexibility to focus on developing more advanced products and services to practices
- Demonstrate compliance and security for personal health and confidential practice data

Carbon60 Quote

" Carbon60 not only has the experience to help companies like dentalcorp with a complex migration like this, but we also understand their need for continuous application lifecycle management. We are a key delivery partner for dentalcorp, enabling them to have fast, secure, and reliable application performance for their growing user base. This unique level of end-to-end service, and the understanding of how to migrate code from development to production, is the reason why people choose Carbon60. We are very fortunate to work with dentalcorp. They have a very aggressive trajectory and we look " forward to helping them provide a secure and reliable solution to their clients.

John Witte, President & CEO, Carbon60 Networks

The Dental Corp. Perspective

" Carbon60 is engaging, reliable, and honest. Carbon60 doesn't sell you products, they provide solutions. They help you build solutions and understand your immediate, short-term and long-term needs. As more and more IT operations are put into data centres and clouds, having a partner like Carbon60 that has the experience and capabilities in managed cloud is critical. For small IT departments, similar to dentalcorp, the heavy lifting of building out our infrastructure according to our design belongs to the experts at Carbon60. That is something we seriously value. "

Vlade Dimovski, IT Director at dentalcorp

CARBON60
THE MANAGED CLOUD COMPANY

About Us

Carbon60 Networks Inc. specializes in "end-to-end" hosting solutions for private and public organizations with business-critical IT workloads. Carbon60 has a multi-origin cloud platform that hosts websites and applications seamlessly across geographically diverse regions around the world.

Carbon60's solutions integrate robust, cost-effective development, quality assurance, staging, production, and disaster recovery services backed by a 99.99% SLA.

To learn more visit:
www.carbon60.com

Sales: 1-888-227-2666
Sales@carbon60.com