



Voice. Broadband. Networks.

# 2020 Dental Centre Communications Technology Roadmap



## Leverage our technical expertise

Smart communications technology and systems will help you build end-to-end client experiences. But, how do you create a roadmap for your technology improvement plans?

Since we first worked with dental centres, we set out to help centres build better client communications through affordable advancements in voice, connectivity and a broader 4G networks. We align our technical and network expertise with the demands of a busy dental centre.

## Improving your communications technology

'Connected.' Sounds simple, doesn't it? But we understand the pressures of handling large volumes of data, a busy reception and inbound calls doesn't always mean it's that simple.

Your connectivity and phone system can have a big impact on client experience. Every centre should ensure their telephone system, at the very least, reaches the minimum specification criteria we can help develop with your team in an assessment.

Upgrades and network improvements can be a vital foundation to the exceptional client experience journey; improving client satisfaction, repeat bookings, staff productivity and creating a happier culture.

## Start here

The minimum specification assessment has been designed with client service at the heart of it. If your system does not match the minimum specification criteria, Solution IP will attend your sites to provide a free consultation to review the existing set up and how to get the most out of it and discuss potential improvements.

# Does your technology enable responsiveness?

Client engagement is increasingly dependent on technology. The challenge of appointment bookings, walk-ins and ongoing client relationship management means your operations need to flex with the expectations of your clients and team. Many practice managers are finding disjointed systems and legacy phone systems aren't fit for purpose in today's modern centre.

We have worked extensively with practice managers to design a straightforward process giving you step-by-step guidance on updating your client-centric communications.

## Telephone System Requirements: Minimum Specifications

Inbound/outbound calls	Yes	No
Can the telephone system handle multiple calls?		
Do clients ever receive the engaged tone?		
Is there always a line available for outbound calls?		
Client call handling	Yes	No
Can clients be placed on hold?		
Can a call be transferred to another user?		
Can the system play music on hold messages?		
Security and Disaster Recovery	Yes	No
Do you have a communications disaster recovery plan?		
Is your system fully supported during your operating hours (i.e. evenings and weekends if applicable)?		
Out of Hours	Yes	No
Can you place diverts on the telephone system (i.e.out of hours)?		
What happens to calls when the centre is closed?		

**Notes:**



We work with over 200 practices and surgeries across dental, NHS, vet and specialist healthcare sites.

We bring our technical expertise of patient management systems and processes.

Ask us how to drive operational efficiencies into your business.



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Solution IP has been working with hundreds of vet, dental and healthcare practices as a preferred supplier for nearly 13 years. We have extensive knowledge of the procurement and installation process having worked with senior practice leads and IT project team.

## Our service management scores



Calls answered within 3 rings



Responded to within SLA



Resolved to within SLA

Contact our team:

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