

Sage Dental boosts practice efficiency and patient experience

US dental group implements Citrix ADC

Leveraging Citrix for improved governance and cyber-security

Headquartered in Boca Raton and with more than 60 dental surgery locations across Florida and Georgia, USA, Sage Dental is one of the area's leading dental care groups whose continued growth and excellent patient service are founded on the latest practice management technology for Dental Service Organizations (DSO).

To create a cohesive and unified solution for its large enterprise, Sage Dental replaced old-fashioned paper-driven processes with the market leading Dentrix Electronic Medical Record (EMR) system. Incorporating clinic, patient and business management tools, it is now used by more than 30,000 dentists.

However, the Sage Dental network was undersized which brought session reliability into question and hampered the visibility that was required to ensure a seamless end-user experience. Inefficient processes wasted time, which prevented the organization from taking on more patients. This affected business growth and ultimately, the bottom line.

Citrix was the better platform

A new platform was needed and after researching the market, Sage Dental chose Citrix Application Delivery Controller (ADC) to optimize the delivery of its Dentrix applications. Citrix ADC is an application delivery and load balancing solution designed to deliver a high-quality user experience of traditional, web and cloud-native applications. Nothing resides on end-point devices and all applications are accessed through the Sage Dental data center and Citrix Cloud management platform.

“We needed to deploy the Dentrix application in a way that was consistent, scalable and delivered improved performance and Citrix was the better platform,” says Sage Dental's VP of Information Technology, Dan Mirsky. “It was a lot more stable than other solutions. It had been around longer and so from a governance standpoint and from HIPAA compliance and cyber-security standpoints, it meant that we could control a lot of our environment through the Citrix platform.”

SAGE DENTAL

Industry
Healthcare

Location
USA

Citrix products
• Citrix ADC

Key Benefits

- Citrix enables load balancing and security for efficient traffic monitoring
- For the first time, Sage Dental has the visibility to deliver a consistent end-user experience
- Citrix ensures session reliability, even under unfavorable conditions

Sage Dental was impressed by Citrix ADC's ability to accelerate application performance and enhance application availability, but a major advantage was its L4-7 load balancing which secures mission-critical apps from attacks and lowers server expenses by offloading computationally-intensive tasks. Another attractive end-user advantage was that Citrix ADC is device agnostic, allowing for the same type of access to the system's resources regardless of the device choices of end-users.

Citrix underpins session reliability

"Citrix ADC is amazing for load balancing, but we are also able to use it as a security gateway to watch the traffic that is coming in through all of our applications and remote desktops," says Mirsky. "Also, one of the things that Citrix helps with is session reliability with its ability to keep a session more stable under unfavorable conditions.

"Because we have visibility into the end-users' session, we can see how long it takes them to log on; how long it takes for a policy to apply and to get them into a session gracefully. Coming from conventional RDP, we lacked the end-to-end visibility and metrics to troubleshoot those sessions, as well as the ability to optimize the experience. Now, utilizing Citrix, we can launch applications or desktops rapidly and we have that visibility to see what is really going on."

Since implementing Citrix ADC, Sage Dental has achieved its aim of boosting team productivity and creating a seamless end-user experience. One example of increased efficiency is with dental x-rays and images. Sage can now quickly send those large images to the data center for processing, then bring them back into the application so the dentist can work on the patient in record time.

"This increased efficiency means that we can see more patients and their experience is better," says Mirsky. "They are in and out quicker and we have more room in the schedule to add additional patients which enables us to build revenue."

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