

Today's Dental & Oryx Dental Software: Powering Growth, Driving Success

Oryx Dental Software enabled Today's Dental to seamlessly transition to a modern cloud-based system, dramatically streamlining operations, and fueling growth across multiple locations.

Today's Dental is a small group practice with six offices and three cousin practices. As their practice grew, they faced increasing challenges managing data access and maintaining operational efficiency. After working with a server-based system for years, the team switched to Oryx Dental Software, seeking a cloud-based solution to support their expansion and improve day-to-day operations.



The Problem With Servers

As Today's Dental steadily grew from one office to six, they encountered significant issues with their existing, physical server-based system, particularly:

- **Limited access to data:** Team members struggled to access vital data, especially during off-hours or when working remotely. This became even more problematic during the COVID-19 pandemic, when in-office work was restricted.
- **Expensive infrastructure:** To try and improve remote data access, Today's Dental invested in terminal server setups costing a minimum of \$10,000. Despite the cost, the solution was inefficient and did not fully address their needs.
- **Difficulty pulling reports:** Generating reports became a time-consuming process, often requiring late-night or early-morning efforts from team members.
- **Challenges managing multiple offices:** The server-based system proved increasingly cumbersome as they expanded, making it hard to manage operations effectively across multiple locations.

"We were just buried, trapped on these servers," said Sherry Hassler, Integrator at Today's Dental. "It was difficult to pull reports, and we were working at all hours just to get the data we needed."

The inefficiencies of their old system negatively impacted Today's Dental in multiple ways. Aside from being expensive and time consuming, it delayed decision making and stifled growth as the team worked hard to expand into new locations.

Selecting A Partner

Frustrated by the limitations of their current setup, the Today's Dental leadership team decided it was time to explore new, cloud-based solutions that would scale with their business and improve access to critical data.

The team had begun exploring cloud-based solutions about five years earlier but had postponed making a change. However, after one too many problems, they revisited the idea. The main criteria for selecting a new platform included patient care focus, alignment with the practice's core values, and the ability to customize features.

They began by considering several cloud-based software vendors. However, the decision was clear after scheduling their first demo with Oryx. *"Our initial call was a game changer,"* said Hassler. *"I didn't really even want to go down the road with the other companies that I had looked at in the past."*

Initially, some team members were hesitant to switch due to their familiarity with their previous software, and concerns about the disruption of migrating to a new system. However, Oryx's demo and collaborative approach reassured them. *"It was so dynamic and able to sort of pivot to what the team needs,"* said Hassler. *"All of my boxes were checked, and I am not one who anybody would say is comfortable with change. But after seeing the demo, I was ready to do it."*

Oryx Chosen to Boost Efficiency & Drive Growth

Oryx Dental Software stood out to Hassler and the Today's Dental Team for several reasons:

- **Cloud-based access:** Team members can now easily access data from anywhere at any time, improving productivity and decision-making.
- **Customizable KPI dashboard:** Oryx worked with Today's Dental to develop a dashboard tailored to their needs, helping them track critical metrics such as case acceptance and production.
- **Clinical features:** Oryx's robust clinical tools allow Today's Dental to standardize patient care and improve communication with patients.
- **Collaborative development:** Oryx's willingness to collaborate on feature enhancements and address the practice's unique needs aligned perfectly with their culture of problem solving and patient focus.
- **Responsive customer support:** Oryx provided quick responses to technical issues and worked closely with the team to resolve ongoing concerns, including imaging challenges.



"Oryx has mastered the clinical side of dental software. Their leadership is well known in this field. Their reputation, along with the knowledge that their software can grow and adapt to our needs, made us feel like true partners."

Darren Weis

Chief Financial Officer at
Today's Dental

A Bright Future Ahead

Today's Dental plans to continue refining their use of Oryx, with both teams collaboratively focused on expanding the use of clinical features and making regular updates to Today's Dental's custom KPI dashboard.

"What I've been told time and time again by vendors is 'We don't do it that way,' and 'Nobody else asks for that,'" said Hassler. *"But we're here to support the people who are at the front desk who support the clinical team who support our patients. We're so fortunate that Oryx's culture matches our culture of problem solving and patient focus."*

By partnering with Oryx, Today's Dental can continue to expand its offices, knowing data is safe and easily accessible by all offices within the cloud-based server. As their practice grows, Oryx will be there every step of the way making software updates, providing top-notch customer service, and fostering a true partnership.

Don't let outdated systems hold you back. See how Oryx can help you scale seamlessly!

[Schedule your demo today](#)