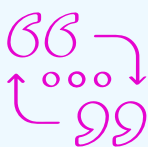


# \* Villagio Family and Cosmetic Dental Transforms Practice with Oryx



“We needed a system that not only checked all the clinical and practice management boxes but that was built for the future. Oryx brought all our needs into one package with a superior tech stack.”



Brett Walters  
CEO  
Villagio Dental

## \* Background

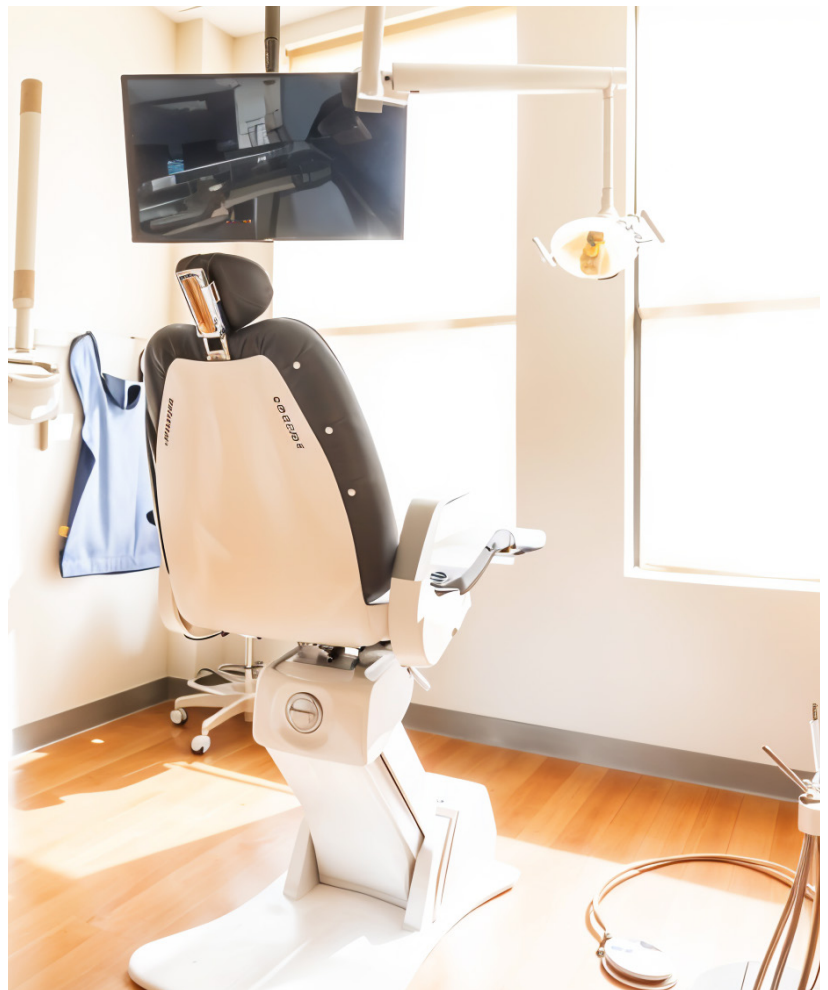
**Villagio Family** and Cosmetic Dental, located in Texas, operates two thriving dental offices under the leadership of **Dr. Adriana Zaharie**, Owner and Dentist, and **Brett Walters**, CEO. Walters, who has a technology and data security background, joined the business to support its growth and modernization.

By late 2020, the need for a more efficient and modern dental software solution became apparent.

Before adopting Oryx, Villagio used Dentrrix, a legacy on-premises software.

Walters described Dentrrix as “clunky, outdated, and difficult to use. The archaic and fragmented architecture also made the system costly to maintain and scale.” Dentrrix relied on bolted-on features, which made it cumbersome and inefficient as more and more features were added. Reporting functionality was limited, and the software lacked the adaptability to support the practice’s growth.

Recognizing the importance of a secure, modern, and cloud-based solution, Walters began evaluating options. Some competitors, like Denticon, were disqualified because they were built on older cloud architectures that did not meet Villagio’s desire for a scalable and future-ready solution. After thorough research, Villagio upgraded to Oryx in early 2021.



## \* Why Oryx?

Oryx stood out for its ease of use, robust security, and cutting-edge architecture.

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### Walters highlighted his specific reasons for choosing Oryx:

- **Modern Technology:** Oryx’s cloud architecture, built on Google Cloud infrastructure, ensured scalability, reliability, and superior security compared to most competitors.
- **Ease of Use:** Oryx’s clean, intuitive design made it accessible for both clinical and administrative tasks, and the cloud-based nature of the software meant it could be easily accessed from anywhere.
- **Clinical Excellence:** Oryx’s strong clinical backbone was built with evidence-based best practices from the Kois Center. Unlike some solutions that forced adherence to specific workflows, Oryx allowed Villagio to customize clinical functionalities to suit Dr. Zaharie’s preferences.
- **All-in-One Practice Management:** Oryx brought all the necessary patient engagement, practice management, and clinical components into one full-featured package that was easy to manage and did not require custom integrations.
- **Leadership Confidence:** Walters appreciated the expertise and dynamism of Oryx’s leadership team, notably CTO Kay Saleh and CEO Dr. Rania Saleh, who have been involved throughout the entire transition process and beyond.
- **Flexibility:** Unlike some solutions that forced adherence to specific workflows, Oryx allowed Villagio to customize clinical functionalities to suit Dr. Zaharie’s preferences.

Although Oryx was a newer player at the time with fewer integrations and financial history compared to established competitors, Walters' tech background gave him confidence in Oryx's superior technology stack and its potential for growth. Years later, Walters remains happy with his choice, noting, "Oryx is a great product that continues to improve. Even as Oryx has scaled, they have remained responsive to our needs."

## \* Implementation Experience

With a background in technology and a history of painful software transitions, Walters was prepared for a difficult transition from Dentrix. However, his expectations were exceeded during the implementation process. The Oryx team's transparency and accessibility ensured the transition was as smooth as possible. While some Dentrix data didn't transfer perfectly, Oryx anticipated and communicated this early in the process, so there were no unpleasant surprises.

**"The onboarding team was great. I've been through many system transitions, and Oryx delivered as good a process as possible," said Walters.**

Oryx's clinical module, endorsed by Dr. John C. Kois, incorporates evidence-backed protocols from the Kois Center. While many of these protocols aligned with Dr. Zaharie's needs, she required certain workflow adjustments, which Oryx accommodated seamlessly. Oryx also promptly addressed early challenges, including imaging compatibility and insurance module functionality. "Everything she wanted to do, she could do from day one," said Walters.

The responsiveness of Oryx's team was a standout feature. Villagio's suggestions directly influenced updates and improvements to the platform, an advantage of working with a more agile company.



## \* Results

Oryx has significantly contributed to Villagio's growth and operational efficiency.

Key outcomes include:

- 1. Enhanced Treatment Acceptance:** Oryx supports a streamlined treatment planning process. Villagio's treatment coordinators can now prepare and present plans, including financing options and insurance details, directly from the chairside. Patients can review and approve plans on an iPad right away, increasing case acceptance.
- 2. AI Integration:** Integration with Pearl AI helps doctors identify treatment opportunities they might otherwise overlook, further boosting case acceptance rates.
- 3. Improved Recall and Scheduling:** Automated reminders and recall scheduling have replaced manual tasks, increasing patient retention and reducing costs associated with third-party solutions. Before adopting Oryx, this process involved multiple manual tasks and expensive bolt-on solutions.
- 4. Efficient Training:** The time new staff spend training has been reduced, allowing them to spend more time on patient care and ultimately contributing to enhanced case acceptance rates.
- 5. Cost Savings:** By eliminating the need for multiple bolt-on solutions in addition to a software platform, Oryx has reduced the organization's software expenses while providing a comprehensive and economical platform.
- 6. Positive Staff Experience:** Villagio's front office and administrative staff have reported a positive experience with Oryx. "Everybody at Villagio loves Oryx," said Walters.

## \* Looking Ahead

Since adopting Oryx, Villagio Family and Cosmetic Dental has grown significantly. Walters credits Oryx with a major role in the organization's development. The partnership has set the foundation for sustained growth and success.

Walters and Dr. Zaharie are enthusiastic about the future with Oryx. The platform's adaptability, customer-focused approach, and continuous improvement align with Villagio's commitment to providing exceptional care.

**As Walters notes, “The best thing about Oryx is they actually listen.”**

Villagio Family and Cosmetic Dental's journey with Oryx illustrates the transformative impact of selecting the right dental software—one that combines innovation, usability, and support to drive excellence at every level of practice management.





# Take the Next Step Toward a Smarter Practice

Discover how Oryx can elevate your practice in a personalized demo. We'll take the time to understand your needs, showcase the features and benefits most relevant to you, and answer any questions. You'll leave with all the information you need to decide if Oryx is right for you.

[SCHEDULE A DEMO NOW](#)

