

How Oomnitza Helped Pacific Dental Services Take Control of Their Technology Environment

Pacific Dental Services (PDS) is a national dental services organization (DSO) that provides business and technology support to about a thousand dental offices in 24 states. As one of the fastest growing private companies in the US, PDS struggled to manage their technology environment across these dental offices due to lack of governance and visibility into their 60,000 assets. This created issues related to procurement forecasting, security, service delivery efficiency, customer experience, license compliance, on/offboarding and more.



25%
Cost Savings
Managing Assets

160
Hours Saved
Per Month

30%
More Assets
Discovered

Challenges

- Lack of visibility into their 60,000 assets **impacting service delivery and user experience**
- **Inability to monitor the state** and manage the lifecycle of assets from procurement to disposal, leading to poor patient experiences
- Guesswork **forecasting for refreshes and software renewals** leading to wasted expenditure
- Security exposures due to **agent coverage gaps** and end-of-life OSEs and applications

Outcomes

- 25% cost savings from **managing the lifecycle of all assets** across a thousand locations
- Discovered 30% more endpoints than they expected and **improved forecasting and budgeting**
- Identified agent coverage gaps to **remediate security issues** in a timely manner
- **Improved service delivery & user experience**, saving 160+ hours per month

"A huge benefit we derive from Oomnitza is managing the technology lifecycle - from purchase all the way to decommissioning. Forecasting for refreshes and renewals in the past was a big estimation game. Now, we're able to accurately predict what we need to refresh and renew next year and even plan 5 years down the line."

Nemi George
VP, Information Security
Officer & IT Operations

"With Oomnitza, we went from not knowing where everything was or what everything was, to actually having eyes on all assets. We ended up discovering about 30% more assets that we didn't know were in our environment. This visibility is priceless."

Logan Cook
Senior Manager, IT Asset
Management & Procurement

PDS deployed an Enterprise Technology Management solution because it went "beyond ITAM", didn't require another agent on their endpoints and provided a low-code/no-code platform. They have gone from relying on siloed, point-in-time databases that were out of date, to having eyes on everything - managing the end-to-end lifecycle of hardware and software technologies from procurement to disposal. Oomnitza has helped PDS improve asset utilization/reuse, curb wasteful expenditure, enhance user and customer experience, and achieve cost savings.

**Read the full
case study
and watch the
video here »**



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