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

Pacific Dental Services (PDS) is a national dental services organization (DSO) providing business and technology support to about 1,000 dental offices in 24 states. As one of the fastest-growing private companies in the U.S., PDS struggled to manage its technology environment across these offices due to a lack of governance and visibility into 60,000 assets. This led to issues with procurement forecasting, security, service delivery, customer experience, license compliance, on/offboarding, and more.

PACIFIC DENTAL SERVICES®

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 experience

- Guesswork **forecasting for refreshes and software renewals** leading to wasted expenditure

- Security exposures due to **agent coverage gaps** and end-of-life operating systems and applications

Outcomes

- 25% cost savings from **managing the lifecycle of all assets** across a 1,000 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 Oomnitza's modern IT asset management (ITAM) solution because it "went beyond traditional ITAM," didn't require another endpoint agent, and provided a low-code/no-code platform. They transitioned from relying on siloed, outdated databases to gaining visibility and automation across the entire hardware and software asset lifecycle, from procurement to disposal. Oomnitza helped PDS improve asset utilization/reuse, compliance, service delivery and user/customer experience, achieving cost savings by curbing wasteful expenditure.

Read the full case study and watch the video here »

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