

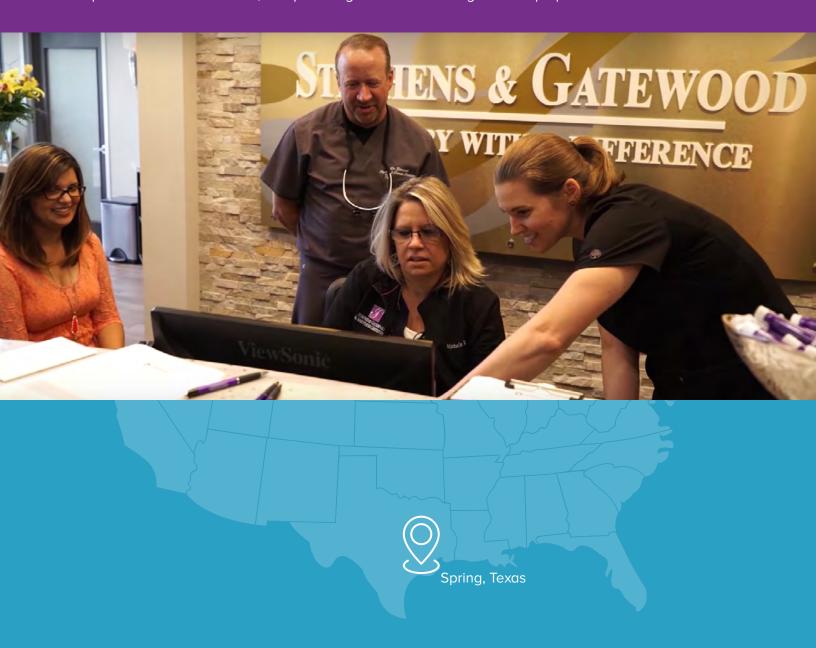






About Stephens & Gatewood Dentistry

Stephens & Gatewood Dentistry is an expanding dental office that has been in business for more than 30 years. The dental professionals there believe everyone deserves to enjoy a beautiful, healthy, and functional smile for life. Currently operating out of two dental office locations in Spring, Texas, they are committed to providing advanced, high-quality dental services to all of their patients. Their four doctors are well-versed in modern, state-of-the-art dental treatments and technology; they offer a comprehensive array of services including general dentistry, cosmetic, restorative, and prosthetic dental services, and providing relief from snoring and sleep apnea.



Moving to The Complete Cloud™ with MBS Secure

Faced with challenges keeping critical practice management systems up and running and the realization that the **costs and constraints of on-premise IT systems were impeding business growth**, Stephens & Gatewood met with MBS Secure in 2012 to audit the on-premise practice management system in their single location and to find a solution to their IT challenges.

MBS Secure offered Stephens & Gatewood a proactive monitoring solution to catch IT issues before they happened and reduced the practice's extremely high downtime and hardware costs.

66 The (IT support people) we were with were local in the area but didn't have remote access. So when the computers were down, we had to wait for someone to physically come to fix it. It was a struggle at least every week. ??

Darla Grochett

Administration Team Lead, Stephens & Gatewood Dentistry

A year after making the switch to MBS Secure, Stephens & Gatewood moved their entire on-premise computer network and practice management system to The Complete Cloud™. This allowed them to seamlessly expand their business, opening a new location in 2015 and cut support wait time down from a day to a few minutes. The Cloud migration also improved the longevity of Stephens & Gatewood's computers, decreasing their computer replacement costs.

66 Since I've switched to MBS Secure it's been really great for all of us. I have a lot on my plate; IT is part of what I have to deal with, and it's nice to know I don't have to worry. I know that I can send an email and I'll have someone call me fast. I know they are there for me. ??

Darla Grochett

Administration Team Lead, Stephens & Gatewood Dentistry



The Moment of Truth: April 2016 Flooding

In April 2016, extensive flooding affected the state of Texas, including the Cypress Wood area where one of Stephens & Gatewood's practices was located. The dental team watched helplessly from their homes as television news coverage showed boats moving through the submerged streets around the office, knowing there would likely be water in their facilities and realizing patient appointments would have to be postponed.

Even with remote access to their systems set up by MBS Secure, the team worried that with their office computers potentially underwater, they would be unable to locate the information necessary to contact patients and postpone their appointments or transfer them to a location unaffected by the flooding. Stephens & Gatewood's Cypress Wood practice was completely shut down for three days.

A lot of (our patients) were calling to check on us because they saw us on the news... some people were in pain, and they needed to be seen. They were very appreciative that we could continue to talk to them and get them taken care of.

Darla Grochett

Administration Team Lead, Stephens & Gatewood Dentistry

Potential Disaster: What Could Have Happened Without MBS Secure

Flooding in the Houston area caused billions of dollars of damage to homes and businesses and prompted the US government to declare a major disaster. Had Stephens & Gatewood still relied on the on-premise systems they had used before partnering with MBS Secure, the results could have been catastrophic.

Access to their systems would have been delayed until they could physically reach their computers — meaning a minimum of three days' delay. During that time, they would have been completely cut off from communicating with their patients — a problem that would hurt both the profits and reputation of the practice.

Assuming their computers were undamaged by floodwaters, the team would then have to undertake the task of contacting all those patients whose appointments had been missed while still handling regular business. If their systems had suffered water damage, all their data could have been irretrievably lost.

The prospect would have been grim for the practice:



Thousands of dollars of billable hours lost



A massive bill to replace damaged hardware and rebuild systems



Critical practice management and patient data destroyed



Reputation damage as patients turn to other dental practices after being let down

And its patients:



Missing potentially critical dental treatments



Loss of their dental/health records



The risk of harm for patients who tried to make it to the closed office for appointments



Continued suffering with painful issues because treatment was unavailable



What Happened Instead: The Complete Cloud™ From MBS Secure

The very first morning of flooding, the MBS Secure support team assisted Stephens & Gatewood's team leaders, enabling them to remotely access The Complete Cloud™ computer environment and flooded location data from their home and their other practice location.

Because their entire computer system is in The Complete Cloud™, the team was able to access all the data and patient information as if they were actually at the office that had been flooded. They determined which patients had appointments scheduled during the days the office was out of operation and contacted them to reschedule or, in more pressing cases, reroute them to the other office.

66 It would have been a huge loss if we weren't able to get a hold of patients to get them rescheduled and have our schedule full for when we were actually able to get into the office again. It was a big help to still have access to all of the information we needed even though we were not at the office. It was really scary, and it was nice that we were able to still take care of everyone. 99

Darla Grochett

Administration Team Lead, Stephens & Gatewood Dentistry



About MBS SECURE

MBS Secure offers Cloud solutions and support for small and medium-sized businesses and specializes in solutions that allow dental practices to seamlessly migrate data from legacy practice management and imaging systems to the Cloud.

By working in partnership with our Cloud and IT experts, your practice can reap the benefits of The Complete Cloud™, your own private managed Cloud. If you'd like to extend the life of your existing hardware, increase critical system uptime, and significantly reduce IT spend — all while keeping your patient data completely secure and fully accessible with military-grade encryption and live backups to offsite servers — we can help.

Contact MBS Secure today.



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