

Delivering technology that helps dental practices shine.

How **Henry Schein One, LLC** uses Lenovo servers and workstations as a cornerstone of its all-in-one dental office technology solutions, empowering clients to operate more efficiently from back to front office.

Lenovo Infrastructure Solutions
for The Data-Centered

Lenovo

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Background

Henry Schein One is the world's largest dental practice management software company. It was founded in 2018 as a joint venture between Henry Schein, Inc. and Internet Brands. Henry Schein One provides solutions that help dentists to improve their practice management and enhance the patient experience.

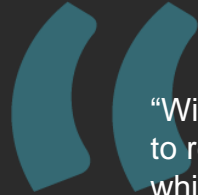
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Challenge

For most dental professionals, reliable office technology has become indispensable to keeping a practice running smoothly and ensuring that patients receive the best quality care. Henry Schein One delivers just that with TechCentral: an integrated package of hardware, software, networking, and services that provides dentists with everything they need to run their practice.

Henry Schein One sources technology from multiple providers, configures PCs and servers with digital dentistry and practice management software, and deploys the complete solution at clients' offices. The all-in-one approach has proven to be a hit, with thousands of dental practices now using TechCentral solutions. However, the company's success unexpectedly came under threat after the COVID-19 pandemic broke out.

As demand soared and supply chains were strained, the company's existing partners struggled to keep up, leading to months-long lead times for new servers and workstations. It prompted Henry Schein One to look for a new provider who was capable of delivering the equipment it needed, fast.



“With our existing vendors we were looking at three to four month wait times. We had to resort to ordering equipment six months in advance because of the supply shortages, which was simply not sustainable.”

Howard Grainger

TechCentral Product Manager, Henry Schein One

A close-up photograph of a woman with long brown hair sitting in a dental chair. She is smiling broadly, looking up and to the right. A dentist, wearing a white coat and a pink surgical mask, is visible in the upper left corner, focused on the patient's teeth. The background is a blurred dental office setting.

Why Lenovo? Top technology, delivered without delay.

The search led Henry Schein One to Lenovo. As Howard Grainger, the company's TechCentral Product Manager, recalls: "Lenovo was one of the few—if not the only—vendors with stock and the ability to get us equipment quickly."

Henry Schein One first connected with Lenovo's Intelligent Devices Group (IDG) to secure a supply of PCs, laptops, notebooks, and monitors to support its clients' front-office operations. It then expanded the engagement, partnering with the Lenovo Infrastructure Solutions Group (ISG) to acquire servers for underpinning the backend infrastructure at dental practices.



“Not only was Lenovo able to supply the solutions that we needed quickly, the quality of their technology is exceptional, at a very attractive price point too.”

Howard Grainger
TechCentral Product Manager, Henry Schein One

Partners in success.

Today, Henry Schein One enjoys a strong OEM partnership with Lenovo. The company now offers TechCentral on Lenovo as an all-in-one solution for dental practices.

For clients' front-office operations, Henry Schein One makes use of Lenovo ThinkStation P340 Tiny and Lenovo ThinkStation P340 Tower workstations, along with a range of Lenovo ThinkVision T Series monitors. In the back office, the company leverages the Lenovo ThinkSystem ST50: a compact and affordable tower server.

“Lenovo offers a great price-performance ratio,” notes Grainger. “The Lenovo ThinkSystem ST50 in particular is a great option for our clients. One small server is all they need to support their operations. The Lenovo servers are also significantly faster than those we have been using from other vendors, which makes it easy for us to sell them to our clients.”



“Our experience as a Lenovo OEM partner has been nothing short of excellent. We work with teams from IDG and ISG, and the collaboration with both groups is really seamless. Our Lenovo reps are very attentive, much more so than any of our other partners. We have bi-weekly cadence meetings and, on the off-chance that there’s an issue, we know who to turn to and can count on them to provide a fast response.”

Howard Grainger

TechCentral Product Manager, Henry Schein One

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Results

Through its OEM partnership with Lenovo, Henry Schein One has access to an extensive portfolio, offering a broad range of configuration options and enabling the company to easily tailor solutions to its clients' needs.

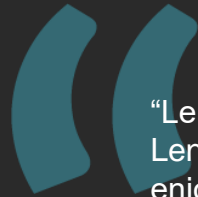
With Lenovo powering high availability and top performance for its TechCentral solution, Henry Schein One delivers the smooth user experience and strong technology backbone that enables its clients to operate as efficiently as possible.

Grainger says: "Dental practices can often be slow to embrace new technology because they tend to stick with what they know, but we're seeing good adoption of the Lenovo solutions already. Lenovo machines now make up 15-20% of our overall sales and we foresee a lot of growth with Lenovo in the coming years."

He concludes: "We've had great feedback from our clients on the Lenovo solutions so far and we're excited to build on our OEM partnership to bring dental practices the technology they need to work faster and smarter."



- ✓ **New equipment can be procured quickly, even during times of high demand**
- ✓ **Flexible solution portfolio is easily tailored to client requirements**
- ✓ **Compact servers offer strong performance at an affordable price**



“Lenovo has exceeded our expectations in all categories. Our software installs on the Lenovo machines without any errors and runs perfectly. As a result, dental practices enjoy a great user experience and can get the most out of our TechCentral solutions.”

Howard Grainger

TechCentral Product Manager, Henry Schein One

What will you do with Lenovo OEM solutions?

Bring your solutions to market rapidly and efficiently with complementary services, resources, and capabilities from Lenovo representatives you can trust.

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