

Healthcare

Streamlining patient experiences

MeinDentist Group

Improving the patient experience with central data management and simplified IT operations in a cloud solution on Exoscale powered by Lenovo.



Lenovo



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Who is MeinDentist?

MeinDentist Group is one of the largest dentist chains in the Berlin and Brandenburg region in Germany. With 15 locations, the dental health service provider offers a broad range of specialist treatments, including surgery and orthodontics.

With its playful KINDERDENTIST brand, the company also offers services tailored to meet the needs of children. Overall, more than 500 dentists, orthodontists, oral surgeons, dental technicians, and dental assistants work hand in hand to offer a wide range of high-quality dental services.




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The Challenge

With a growing number of locations, managing distributed, fragmented, and redundant patient data slowed down billing processes and sometimes made it difficult for doctors to quickly get all the patient information they needed. To provide a more efficient and smooth patient experience, MeinDentist set out to centralize its patient management.

Ralf Rausch, Director Administration at MeinDentist Group, says: “As a first step, our goal was to integrate about eight locations with approximately 100 workplaces into a single, unified patient and practice management system. We wanted to simplify our reporting, transparency, and compliance while also increasing flexibility for our patients. Being able to use a single patient record across locations, including for specialist treatments, would really set us apart from our competition.”



Additionally, MeinDentist aimed to improve its business continuity and boost its resiliency to future-proof its healthcare services. With digital processes underpinning most aspects of the patient interaction, avoiding single points of failure was key.

Looking forward, the company also wanted to streamline its operations to enable faster expansion through easier onboarding of new locations.



“It would be very costly and a major inconvenience for our patients if we could not work due to IT problems. Centralizing management and operations in the cloud would help us increase redundancy and minimize the business risk of outages.”

Ralf Rausch

Director Administration, MeinDentist Group

Leveraging cloud opportunities with Exoscale powered by Lenovo

MeinDentist worked closely with its trusted partner it-netconsult GmbH to centralize and consolidate its business-critical patient management. The company selected a new management software and deployed the solution to the cloud, hosting all components on Exoscale powered by Lenovo.


To provide fast and cost-efficient patient services, it-netconsult manages ten compute instances in Exoscale powered by Lenovo. The scalable cloud servers include the main application server, a backup server, and seven instances to provide virtual desktop infrastructure for different MeinDentist locations.

Hardware

Lenovo ThinkSystem
HR630X HyperScale

Services

Exoscale powered by Lenovo



Taking advantage of the Lenovo Public Cloud Service, the new solution architecture designed by partner it-netconsult increases reliability by combining resources at the data center in Munich, Germany, with backup and recovery instances at a second geographic cloud zone in Frankfurt.

“We have been working with our partner it-netconsult for many years,” adds Rausch. “The team at it-netconsult has always delivered outstanding services. That’s why we fully trusted them when they suggested moving our all-important IT systems to Exoscale powered by Lenovo.”



“By using state-of-the-art cloud platform Exoscale powered by Lenovo, we improve our business continuity and can respond more flexibly to new business requirements.”

Ralf Rausch

Director Administration, MeinDentist Group

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Results

Thanks to Exoscale powered by Lenovo, MeinDentist has simplified its IT landscape significantly. The company benefits from a highly reliable and flexible cloud platform, while also ensuring compliance with the strict EU General Data Protection Regulation (GDPR). “Data protection and privacy are paramount when managing sensitive health information,” confirms Rausch. “By using Exoscale powered by Lenovo, a European cloud hosting solution, we can be confident that all data stays local and is protected at all times.”

In a dynamic business environment, MeinDentist can now align its capacities much more easily with its actual needs. “Our partner can rapidly scale up our solution, for example when we add new locations,” says Rausch. “Within five minutes, it-netconsult can change the instance size. It’s so much faster than before, when we needed to buy new hardware and manually upgrade or replace servers.”

Thanks to this easy and smooth scalability, together with the centralized virtual desktop infrastructure, it-netconsult can integrate a new MeinDentist practice within about 30 minutes. Before moving to the cloud, setting up a new practice with all the relevant systems and components would usually take about 100 hours. With Exoscale powered by Lenovo, the company is more agile and can expand to new locations 99% faster.

By building on the Lenovo Public Cloud Service, the company also reduces supply chain risks for its IT landscape. With delivery times and prices of hardware becoming less predictable, using a cloud service enables more consistent financial planning.




99% faster set-up of new dental practices



Only 5 minutes to scale up capacities on demand



Streamlines patient services, reporting, and billing with centralized data management



Cutting the administration and maintenance workload has been a major benefit for MeinDentist and its full-service partner it-netconsult. “With Exoscale powered by Lenovo we have consolidated servers at six locations on a single cloud instance,” says Rausch. “As a result, our partner it-netconsult only needs to install monthly security updates once, instead of six times. Also, a single system can be protected more quickly, which reduces our business risk and makes life much easier for our partner—especially because these patches need to be installed outside of business hours.”

The biggest benefit for MeinDentist is easier patient management across locations and specializations. “The new solution, running on Exoscale powered by Lenovo, with a single patient record was an important step to improve everyday patient experience,” concludes Rausch. “This new consolidated solution—with no duplicates and other inconsistencies—makes billing, controlling, and compliance easier for our growing healthcare business. It’s much simpler to generate accurate reports than in the past, when we had to log into different systems and then combine the data to get a complete view of our business.”



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“Based on our experience with Exoscale powered by Lenovo, I would always prefer a flexible cloud solution for a network of dental practices.”

Ralf Rausch

Director Administration, MeinDentist Group

Why **Lenovo**?

Working with MeinDentist, it-netconsult selected Exoscale powered by Lenovo to ensure the highest standards for data protection and privacy. The team worked closely with Lenovo to implement a flexible and dynamic cloud solution.

A key advantage for it-netconsult was that by using the Lenovo Public Cloud Service, the partner could deploy a proof of concept for MeinDentist rapidly and cost-efficiently. Once the decision was made to go into production, the team could easily scale up the environment to match the increased performance requirements as the new solution was rolled out to more MeinDentist practices and users.

The cloud solution based on Exoscale powered by Lenovo enables future expansion to allow doctors and dental experts to flexibly access patient data safely from home or on the go.



Partner perspective: it-netconsult GmbH

“We specialize in IT services for large dental practices and provide full-service solutions to over 3,000 customers. By partnering with Lenovo and Lenovo healthcare industry experts, we were able to offer MeinDentist a streamlined, tailored, and cost-efficient cloud solution for their core patient management application, which helps improve their processes and deliver a more seamless patient experience.”

Johannes Oberhuber

CEO, it-netconsult GmbH

it-netconsult

München - Nürnberg - Berlin - bundesweit



How do you improve the everyday patient experience?

Making it easier for doctors and specialists to work together with Exoscale powered by Lenovo.

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