MSP4SMB · DENTAL PRACTICES

Every chair runs on IT. Keep it running.

Managed IT for dental practices: internet, operatory computers, practice and imaging software, and backups, handled by one team that knows your office.

Scheduling, charts, X-rays and scans, insurance claims and payments all depend on the same few systems. When one of them fails, chairs sit empty. Connex brings enterprise discipline to dental offices: we keep the network up, patient records and imaging backed up offsite and every operatory computer patched and protected, at a predictable monthly cost per device. You look after the patients. We look after the technology behind the appointment.

24/7
Monitoring and threat watch on every device

2 lines
Fibre internet plus 5G backup that takes over on its own

Offsite
Backups of charts and imaging, restores tested

1 call
One team for your IT and your technology vendors

WHAT IT DELIVERS FOR YOUR PRACTICE

Resilience

Backup internet and offsite backups keep the chairs full when something breaks.

Operations

Front desk, operatory and imaging computers monitored and supported, with problems fixed early.

Security

Patient records protected, and staff trained to spot phishing before they click.

Budget

Simple monthly pricing per device. No surprise invoices, no big-company contracts.

Practice software on a server in the back room? We can host it in the Connex Micro Data Centre, monitored and backed up offsite, so there's nothing left in the office to fail. See 02 on the next page.

BUILT AROUND HOW A DENTAL OFFICE WORKS

Six things a dental office can't run without

01 Fibre internet & 5G backup

When the internet drops, so do claims, cloud charts and payments.

Business fibre installed and managed for you, with a 5G line that takes over automatically if the main connection fails. A separate guest Wi-Fi for the waiting room, and its own network for imaging equipment.

OUTCOME

The office stays online, even when the line goes down.

02 Practice software, hosted

Practice software still running on a server in the back room?

Move it into the Connex Micro Data Centre (MDC): hosted, monitored and backed up, with secure access from the office and from home. No server to babysit, no closet to cool. Already on a cloud platform? We make sure the connection behind it never becomes the weak point.

OUTCOME

Your records, without the server room.

03 Offsite backup & recovery

One failed drive or one ransomware email shouldn't cancel a day of patients.

Patient charts, X-rays, intraoral images and 3D scans, and every operatory computer backed up offsite, with a written recovery plan sized for your practice. Restores are tested, so you know it works before you need it.

OUTCOME

Recovery tested before you ever need it.

04 Managed devices & security

A computer in every operatory, and nobody with time to update them.

Every front-desk, operatory and imaging computer monitored, patched outside office hours and protected, with a 24/7 security operations centre watching for threats and a helpdesk your staff can actually call.

OUTCOME

Threats caught and contained, around the clock.

05 Email, accounts & staff training

A busy front desk and a full inbox are easy targets.

Microsoft 365 set up securely: individual accounts, shared reception mailboxes and multi-factor sign-in. Phishing simulations and short training sessions keep the whole team sharp.

OUTCOME

Staff who spot the scam before they click.

06 Remote access for dentists

Reviewing a case or tomorrow's schedule from home shouldn't mean driving in.

Secure remote access to practice software and files for dentists and office managers, and secure links between locations for multi-office practices.

OUTCOME

Records available wherever the dentist is.

HOW IT WORKS

Hand it all off, or share the load

OPTION 1

Security & Compliance

Best when someone at the office handles day-to-day requests. Protection, patching and monitoring, with a block of support time each month.

OPTION 2

Fully Managed

Best when there's no IT person. Everything in Option 1 plus helpdesk, network and Wi-Fi, devices, printers and the software your team uses.

OPTION 3

Co-Managed

Best when you have an IT person or provider you want to keep. Our tools and escalation behind your people.

GETTING STARTED

01
Conversation
How the practice works, what's frustrating, what's coming up.

02
Quick review
Internet, operatory computers, practice software and backups today.

03
Simple proposal
Which option fits, what's included and the monthly cost.

04
Onboarding
Devices enrolled and backups running, scheduled around patient hours.

05
Ongoing care
Monitoring, support, monthly reports and regular reviews.

NOT SURE YOU NEED MANAGED SERVICES?

Take the 2-minute check

Answer a few quick questions about how IT is handled at your practice today and see which option fits. It may say you don't need us yet, and that's a fine answer.

Take the check →

thinkconnex.com/ai/ai-smb

Pricing

Simple monthly pricing per device, so cost grows only as your team does. Hosting in the MDC, internet circuits, hardware and licensing are quoted up front and approved by you before anything is purchased. Want a number first? Ask for a ballpark.

About Connex

Serving organizations from Ontario to the Maritimes since 2009. Enterprise discipline and security, built for small practices without an IT department.

CONNEX

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Book a call: thinkconnex.com/go-book

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Veteran-owned. Veteran-operated. Built to execute.

2027: MAKING IT RESILIENT.