JDRM Dental Care

Background

JDRM offers both NHS and private dentistry through seven trusted family dental practices across Leicestershire and The Rutland areas.

The Challenge

In 2017, JDRM won a tender via the NHS to grow from two sites to seven. As part of this, JDRM had to grow significantly in a short space of time while ensuring all colleagues were connected and able to work collaboratively. In addition to this, due to the sensitive nature of the business in handling NHS patient records, it was also critical that security was held as a high priority and reviewed as part of the expansion. Intercity Technology was the chosen technology provider to step up to the challenge and help JDRM achieve this.

The Solution

To meet JDRMs brief, Intercity implemented a suite of its products, including connectivity and telephony with Touch Technology and enhanced security through Touch Secure. These products provided JDRM with a unified strategic infrastructure, simple visibility to ensure integrity of its network and reporting across its seven sites.

Next Steps

Intercity Technology is exploring implementing a managed Wi-Fi solution across JDRMs estate, which will provide additional benefits to customers and boost product sales.
In addition to this, JDRM is looking to deploy its own bespoke HR system specifically built for dentists, Intercity will be working with them to deploy this within its Touch Cloud platform providing an additional revenue stream for the business.

"Intercity Technology has been honest and proactive right from the beginning. Intercity fully understood our brief and what we wanted to achieve and as such provided us with honest advice and proposed a solution that we truly believed would futureproof JDRM."

— **Jairaj Dhaliwal**
Director
JDRM

"It's been a pleasure working with JDRM over the past 12 months. JDRM set Intercity a tight deadline, but we weren't deterred by this as we come alive when helping our customers grow their business.

Through understanding JDRMs requirements and aligning these with our portfolio and working closely with the team, we successfully enabled the business to grow from two to seven sites in just four months, which is a fantastic achievement. Through outsourcing its security to us we have saved JDRM a considerable amount of time and money, allowing them to focus on business priorities, while providing peace of mind from an IT perspective."

— Ian Cairns
Enterprise North, Sales Director
Intercity Technology

Business Benefits

1 A significant amount of time and resource has been saved due to outsourcing security to Intercity through Touch Secure.

2 Solutions have been deployed ahead of time due to JDRM being able to concentrate on day-to-day operations and leaving project delivery to Intercity.

3 Significant cost savings as JDRM hasn't had to purchase onsite firewalls for each site, which would have been a huge CapEx cost. Through Touch Secure Intercity offered a flexible OpEx solution, which was more tailored to JDRMs requirements and kept in line with project budgets.

"During the delivery of the solution, Intercity proactively dealt with any hurdles and even created a backup solution to ensure we could open on time. Since going live, we have received regular account management meetings, and had swift customer service and support to ensure we can continue to focus on our business."

— **Jairaj Dhaliwal**
   Director
   JDRM

About Intercity Technology

Intercity Technology help you transform business performance through communications technology. By connecting and securing your communications technology to work seamlessly together, we help you communicate more effectively, making it as easy for your team to work from your office, as it is from home or attending a conference on the other side of the world. Supported by resilient technology and utilising our expertise of enterprise mobility solutions, we can create competitive advantage for your business.

intercity.technology

People-first technology