

## Christian S. Tabor DMD, PC

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When I opened my dental practice in 2002, I started the practice as a “Digital” office. We have no paper charts for patients, and depend solely on our computer system and its Dental Software. From the Front Office appointment booking to daily ledger entries to Charting of patients oral conditions, including digital radiographs, EVERYTHING is on the computers. Our data is extremely sensitive including names and addresses of our patients, but also social security numbers. We originally used a Peer-to-Peer Network Server for data storage and retrieval. And for the first 2 years I was in business, this worked fine.

As my business continued to grow though, I became aware I was outgrowing my “peer-to-peer” network and needed to upgrade. Network stability started to become a problem and we were having to reboot our server 4-5 times daily to keep the network up. Unfortunately, I realized I was outgrowing my IT department as well. I would ask questions they did not have answers to. Most of the network management began to be taken over by myself and while I understood a lot, I knew I needed help, and soon.

I came across NDSE, Inc in 2004, and from the minute we had our initial consult together, I knew these would be the guys for me. They *far* outdistanced my knowledge of computers and after the consult, I knew we needed to upgrade our system. We discussed our immediate needs and then also discussed what I like to call “future planning”.

Since this is a new practice, we grow by leaps and bounds. When I started with NDSE, we only had to manage approximately 800 patients. We now manage over 2300. We upgraded our Peer-to-Peer Server to a dedicated Server Solution set up as a RAID1 (data mirroring). We moved from unstable backup procedures to dedicated backup imaging solutions (Acronis). We moved from Netgear firewall and network solutions to Cisco equipment. They even set up a VPN connection between my home and my office.

Recently, I went through every Small Business owner’s nightmare – the server crashed. We were down for 3 days straight. Being a Digital Office – I was unable to treat ANY of my patients. Frank and Moe both worked long hours to get me back up and running as soon as possible. They made my business being closed their top priority and did not stop once 5 o’clock came around. I personally witnessed them BOTH at their office until 11 PM working on the server.

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Now we have moved to a Dual server setup. We have the original server (RAID1) and a new Dell PowerEdge Server with Dual RAID5 (one RAID5 for the operating system and the other for our Dental Software). Our original server will handle the Security issues – Virus Software Management as well as Spyware protection Management and Network Allowances and also function as a NAS.

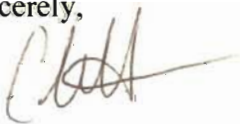
NDSE has additionally set up a wireless connection for our office – both for myself and the Employees to use to access the Dental Software wirelessly, and also a Guest Access to the Internet for our patients to use during business hours to be able to log onto the Internet, but NOT get into OUR network.

Everything I have wanted to do with my network, NDSE has been able to show me the way to do it. They set it up, keep it safe, keep it secure, log in from offsite to do maintenance and troubleshooting, and make sure we have good, usable backups. They simply have the answers.

I expect our current setup to allow me to grow my practice to its full digital capabilities. It will be able to handle my current needs as well as my future needs. It will be able to act as a central “hub” if I decide to open any other offices. NDSE has been there at every turn to allow this. The bottom line is that I want to worry about my Patients, NOT my network. NDSE simply allows me to do this.

I would recommend NDSE, Inc to any business for what they have done for me.

Sincerely,



Christian S. Tabor DMD