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# Helping A DSO with PMS migration from Eaglesoft to Denticon

## The Client

The client, a Dental Support Organization (DSO), was experiencing significant operational challenges. They sought to improve their practice management system to enhance efficiency and competitiveness.

## The Challenge

Practice management systems are crucial in streamlining operations at any dental practice or DSO. A small error can cause massive problems and delays in scheduling and billing. One of the DSO clients was facing a similar issue with Eaglesoft and was struggling to keep up with the competition due to the limitations of the PMS.

The client had reported numerous error messages that slowed down the PMS. Some of the client's software was not in sync with Eaglesoft and caused additional problems. There were several other issues related to support and efficiency. After some research, the client decided to migrate to Denticon. Veltris has a team of expert engineers experienced in integration who are perfect for the job.

The main challenge was to migrate data from Eaglesoft to Denticon. The practice had years of patient records, appointments, and financial data stored in Eaglesoft, and it was crucial to transfer this data accurately and securely to Denticon. There was also a risk of data loss and downtime during the migration process.

## Our Solution

The migration process was planned and executed with the help of the Denticon support team. The DSO was provided with a detailed checklist of tasks to perform before and after the migration. The data was transferred in a phased manner, starting with the patient records, followed by appointments, and finally, financial data from Eaglesoft to Denticon. The next step was to set up new workflows and processes in Denticon.

The process involved multiple stages of ETL for extraction, transfer, and load. To minimize downtime, the team scheduled the migration during off-hours and weekends. The Denticon support team was available 24/7 to assist with any issues that arose during the migration. We also had to set up workflows as part of the migration to Denticon.

## Results

Veltris completed the migration, ensuring no data loss or downtime. The practice was able to resume its operations on Denticon without any interruption. The staff found Denticon easy to use through their comprehensive training and support. The new features and functionalities improved the efficiency of their daily tasks.

The client was very pleased with our services, as there were no hiccups or issues. Denticon provided better integration with their software and improved scalability.

## Key Benefits

Here are a few essential advantages that helped the client:

- Successful PMS migration with no data loss or inaccuracies.
- Improved productivity and efficiency with Denticon.
- Better features and functionality.
- Ease of use with comprehensive training and support.
- Improved software compatibility with Denticon.

## About Veltris

Veltris is a Digital Product Engineering Services partner that delivers next-generation technology and industry solutions across the healthcare, technology, communications, manufacturing, and financial sectors.
Veltris enables clients to build, modernize, and monetize smarter products and platforms powered by Connected Industry AI solutions. Through an experience-centric approach, agile delivery, and differentiated talent, Veltris helps businesses optimize product development cycles, monetize platform investments, and drive transformative outcomes in niche micro industries.