



CASE STUDY | TRANSITIONING A DENTAL SOFTWARE COMPANY TO CONNEXT FOR ENHANCED EFFICIENCY AND COMPLIANCE



CLIENT OVERVIEW

A Dental Software company providing cloud-based solutions for dental practices across the U.S. relied heavily on over 70 independent contractors in the Philippines for customer support, data management, and administrative tasks. These contractors played a critical role in daily operations but lacked the structured processes and legal compliance necessary to meet U.S. healthcare industry standards, such as HIPAA (Health Insurance Portability and Accountability Act).



CHALLENGES

Non-compliance with HIPAA: The company's use of independent contractors meant inconsistent data security and privacy practices, which put sensitive patient information at risk.

Inefficiency & High Overtime Costs: The distributed contractor model lacked proper oversight, leading to inefficient workflows and \$20,000 per month in overtime expenses to meet operational demands.

Management Strain: U.S.-based managers spent significant time coordinating with contractors across different time zones, which detracted from strategic initiatives and cost the company an additional \$10,000 per month in productivity losses.

SOLUTION: PARTNERING WITH CONNEXT GLOBAL SOLUTIONS

The Dental Software company transitioned its 70+ contractors to Connex Global Solutions, which provided tailored outsourcing solutions that helped the client address its compliance, efficiency, and management challenges.

1. Ensuring HIPAA Compliance

Connex established a secure, compliant framework to ensure the handling of sensitive healthcare data aligned with U.S. regulations. By doing so, the Dental Software company eliminated the risks associated with non-compliance, ensuring all processes met HIPAA standards.

Comprehensive Training: Connex trained all team members on HIPAA policies, ensuring proper handling of patient information.

Enhanced Security Protocols: Secure servers, access controls, and regular audits were implemented to prevent data breaches and unauthorized access.

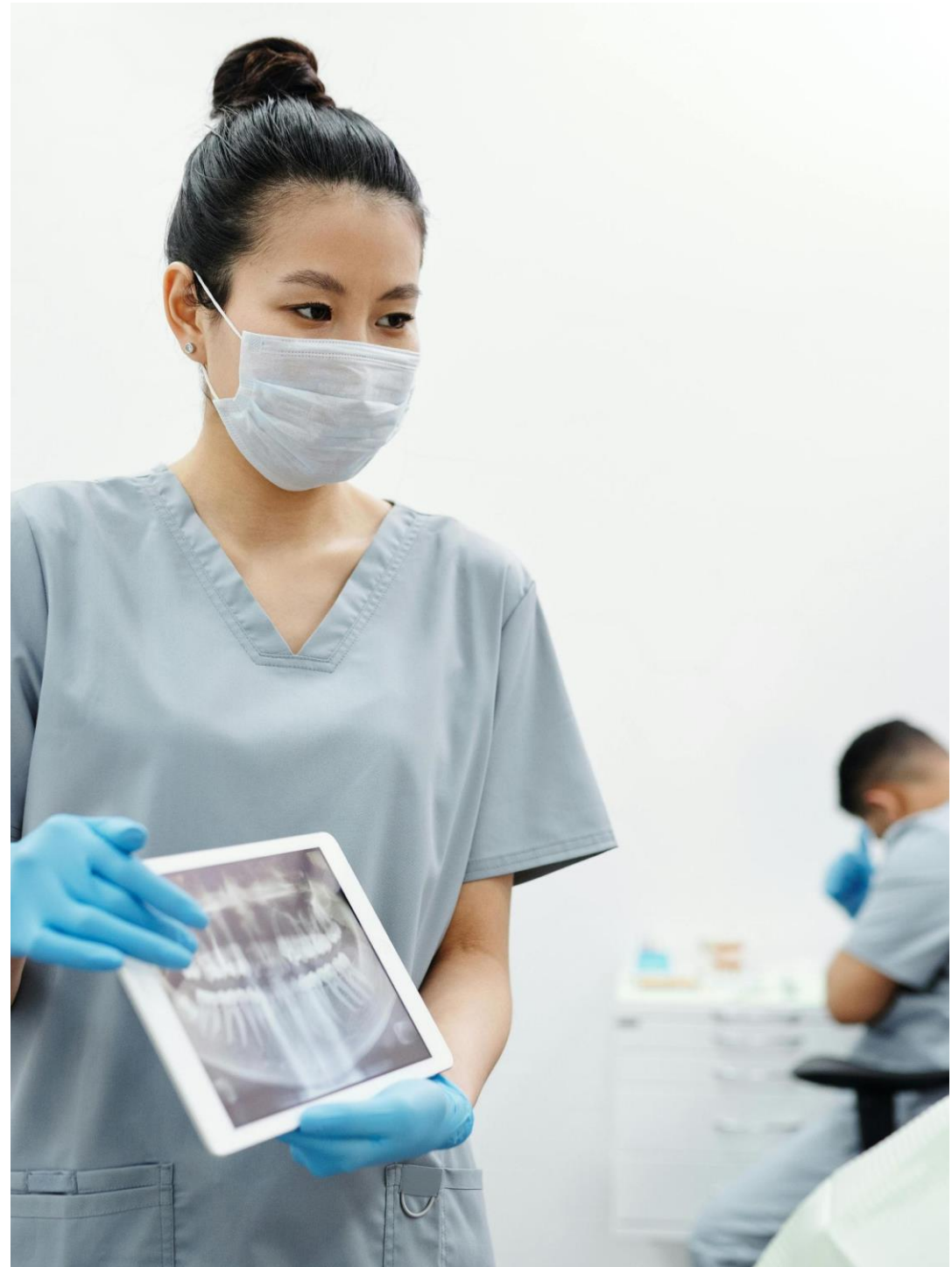


2. Improved Team Efficiency

Through Connex's workforce management expertise, the client was able to streamline its operations. The team worked within a more structured and accountable framework, cutting down inefficiencies that previously led to significant overtime.

Standardized Processes: Connex introduced standardized workflows that improved turnaround times for key tasks, optimizing labor utilization and reducing overtime by \$20,000 per month.

Performance Monitoring: With a dedicated management structure, Connex closely monitored team performance and offered real-time insights, ensuring the workforce was meeting productivity goals.



3. US Management Time Optimization



Connex took over the day-to-day management of the offshore team, relieving the client's U.S.-based managers of operational burdens. This allowed the company's leadership to focus on growth initiatives and high-level strategic planning.

Time Zone Alignment: Connex provided teams aligned with U.S. time zones, reducing communication lags and improving response times.

Cost Savings in Management: By offloading management responsibilities, the client saved an additional \$10,000 per month in management time, as their leadership could now focus on scaling the business.

RESULTS

\$30,000 Monthly Savings: The combined savings in overtime costs (\$20,000) and U.S. management time (\$10,000) resulted in significant cost reductions.

HIPAA Compliance Achieved: The company now operates with full confidence in its compliance with U.S. healthcare regulations, eliminating the risk of fines or reputational damage.

Operational Efficiency: With standardized processes and a dedicated support team, the client's overall team efficiency improved, allowing them to better serve their U.S. dental clients.

Focus on Growth: With day-to-day operations under control, the company's management team could prioritize scaling their product offerings and expanding into new markets.

CONCLUSION

The transition to **Connex Global Solutions** allowed the Dental Software company to achieve critical business objectives, including compliance with healthcare regulations, operational cost savings, and management time optimization. By outsourcing to a HIPAA-compliant and well-managed team, the company not only saved \$30,000 per month but also laid the foundation for future growth and scalability.



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