

# Improving working practices with easy and secure online collaboration

O<sub>2</sub> introduced mydentist to a cloud content management solution to improve its digital working practices and meet security compliance requirements.

## Better working practices with the use of the cloud

mydentist is one of the largest providers of dental care in the UK with more than 600 practices. They were keen to find a smarter, digital way of working that would allow dentists, dental staff and other employees to share documents and best practices internally and with third parties including NHS Trusts.

## Quick and easy collaboration

O<sub>2</sub> worked with cloud content management partner Box, to provide a solution that would match mydentist's needs, including ease of use, secure access, online collaboration and built-in scalability.

## Faster, more secure access

Document transfers that could take a week can now be done in minutes. Data privacy requirements have been met and employees can collaborate wherever and whenever they're online.

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We speak to O<sub>2</sub> regularly about potential technological advancements which might benefit our business.

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**Alan Rawstron, Director of IT, mydentist**



## Streamlined and secure collaboration

“We’ve been investing heavily in new technology to improve our working practices and to ensure we meet guidelines regarding our patients’ personal data,” says Alan Rawstron, Director of IT, mydentist. “We asked our long-term technology partner, O<sub>2</sub>, for help and they came back to us with a cloud-based content management solution from Box.”

Following a two-week trial, mydentist rolled out 1,100 licences for its employees. Documents, including HD files such as X-rays, can be placed in a secure, centralised database and can be accessed by everyone working on that particular project.

The easy-to-use interface features rich functionality to help power digital transformation, including version history and secure logins, so only the right people get access to the right documents. Employees can view and edit content wherever they are, on any device, and share it amongst colleagues when required. It’s a highly scalable, high-tech solution with low barriers to entry – it’s extremely intuitive so little training or technical knowledge is required.

“Many of our practices were previously privately owned, and they’re all at different stages of development, technologically speaking,” adds Alan Rawstron. “Having one platform that we can all access helps to ensure consistent working practices and standards across the board. And we can scale up at our own speed.

“We also wanted future-proofing against potential changes in data security legislation and any effects that might have on data capture and storage. With Box, our data conforms to the highest security standards and also has a facility for auditing and tracking, which is extremely useful.”

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Sending large files like X-rays used to take several days, and involve printing and couriers. Now we can share them securely in a few seconds.

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**Alan Rawstron, Director of IT, mydentist**





## Managing services to suit clients' needs

O<sub>2</sub> are more like a partner than a vendor, working with us to find the best solution for any issues that we might have.

“This cloud-based solution from Box really feels like the future. We’re working with all of the UK’s NHS Trusts (some of which are moving to cloud-based solutions quicker than others), so we’re very much at the forefront of progressing to a more efficient, more secure system.”

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In the past we’ve found some resistance to introducing new technology and working practices. But Box has been so easy for our people to use, they’ve taken to it straight away, with great uptake from our executives.

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**Alan Rawstron, Director of IT, mydentist**

## Benefits of Box from O<sub>2</sub>

- Best-in-class cloud content management for the digital workplace
- Streamlined and secure collaboration across the extended enterprise
- Mobile, meaning employees can work whenever and wherever they need to
- One ‘source of truth’ for documents and reduced need for email
- Reduced infrastructure costs
- Secure and compliant, plus auditing and tracking capabilities
- Supports formats such as videos, and is great for large PowerPoint presentations which historically couldn't be emailed

**box**

**O<sub>2</sub>**



## About mydentist

### Europe's largest dental care provider.

mydentist has a 600-plus network of practices committed to providing the latest treatments, and helping the nation improve their oral health. They provide dental care for over five million people in the UK.

mydentist focuses on preventative dental care as well as treating problems, and many practices open evenings and weekends, making it easier to provide services to customers, whatever their schedule.

“

O<sub>2</sub> has been great at understanding our business and helping us move forward. Some consultants promise to do everything, but we like the fact that O<sub>2</sub> focus on the core technologies that can really make a difference to us.

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**Alan Rawstron, Director of IT, mydentist**

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