



# Your Journey to **Greatness**

Working together to ensure maximum business  
outcomes for your practice

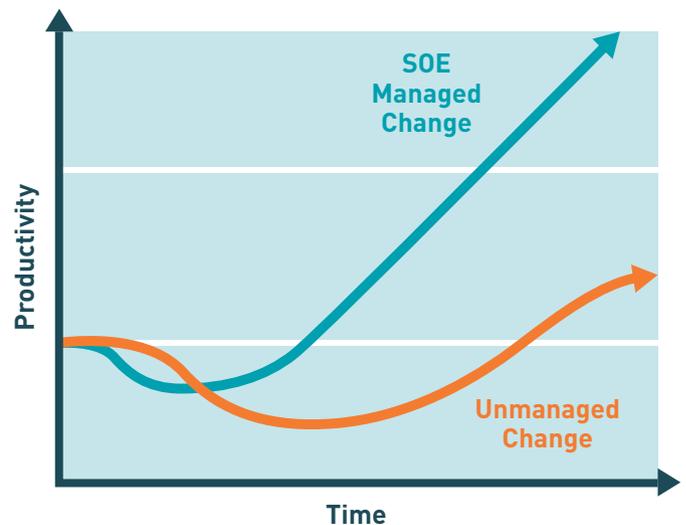
# EXPERTISE AND SUPPORT THAT MAKES CHOOSING SOFTWARE OF EXCELLENCE **A SEAMLESS EXPERIENCE**

Implementing new software at a dental practice involves significant change, whether you are installing systems for the first time or changing provider.

This journey affects the whole practice team and if left unmanaged you can spend longer learning the system, fixing issues and 'guessing' at best-practice: at a cost to your business in terms of productivity.

At Software of Excellence we work with you to closely manage this change, meaning your journey to increased productivity is planned, controlled and fast-tracked. Best-practice behaviour is reinforced, your objectives are listened to and KPIs are tracked to demonstrate your ROI.

Your switch to Software of Excellence will lead to tangible business outcomes as you work together with your Customer Success Consultant and a supporting team of experts over 12 months; turning your practice into a great business and ensuring you get the most from your new business partner.



# TURNING GOOD PRACTICES INTO GREAT BUSINESSES

## Customer Success Consultants

Your Customer Success Consultant will work closely with your practice team for 12 months, fully understanding your reasons for choosing Software of Excellence and immediate priorities as a business. They will be a constant point of contact, bringing in other experts as required to meet your needs; firstly ensuring your data conversion and implementation are as seamless as possible; before switching focus to help improve process efficiency and delivering business outcomes for you. Each month they will call to review your business KPIs and help implement best practice.

## On-boarding Team

From point of sale right through to the co-ordination of your installation, the on-boarding team support your practice through every aspect required for a smooth transition. They will carefully guide you through all the stages of becoming a Software of Excellence customer and ensure you are well prepared for go-live and beyond.



The Software of Excellence Conversion team have successfully transferred practice data from over **90 different software systems**

**EXACT GO LIVE**

## Conversions Team

With experience of converting from every major software system and a variety of niche ones, the Conversions team guide you through the process of collecting, reviewing, converting, uploading and setting-up your patients data in EXACT; so that you are ready to receive your patients from day one. They make the transition as smooth as possible, keeping you up to date throughout each stage of the conversion.

"One of the best things for me about Software of Excellence is their support team. I find their attitude and willingness to help amazing. They always sound happy, engaged and interested in what you have to say."

*Donna Brown, Practice Manager, Cwmdulais Dental Centre*

## Training Team / Academy of Excellence

With experience of training every type of practice there is; hundreds of times, a dedicated team of trainers will be onsite to train your practice in use of the system, ensuring you can operate smoothly from the start. The Academy of Excellence then takes your whole team on a development journey that means you maximise the potential of EXACT.



Practices that have trained to black belt status with the Academy of Excellence have seen a **10% uplift in practice revenues**

## Support Buddy / Support Team

From the point of installation your Support Buddy offers intensive help during the first six weeks: phoning you once a day for the first week and then once a week for the following 5 weeks; in addition to full access to the Support Team, to clear up any issues and offer reassurance. Once business as usual is achieved you will have ongoing access to the market leading Support Team at SOE.

"We recently installed EXACT into our second practice and the help and support we received from the Software of Excellence team was second-to-none. They spoke to us in a very easy-to-understand manner, no jargon involved, and have been quick to follow-up our queries."

*Rita Ahmad, Practice Principal, Bath Street Dental Clinic, Glasgow*



**98.9% of our customers** rate our Support service as good, very good or excellent

"Two expert trainers spent valuable time with us in the practice, installing the system and showing everyone how we could use it to its full potential, according to our own individual needs. The majority of the staff took to EXACT like a 'duck to water' and this is definitely a result of the outstanding level of service and expertise we received from the Software of Excellence team."

*Derek Maguire, Practice Principal, D J Maguire BDS & Associates, Portadown*

Customer Success Consultants

On-boarding Team

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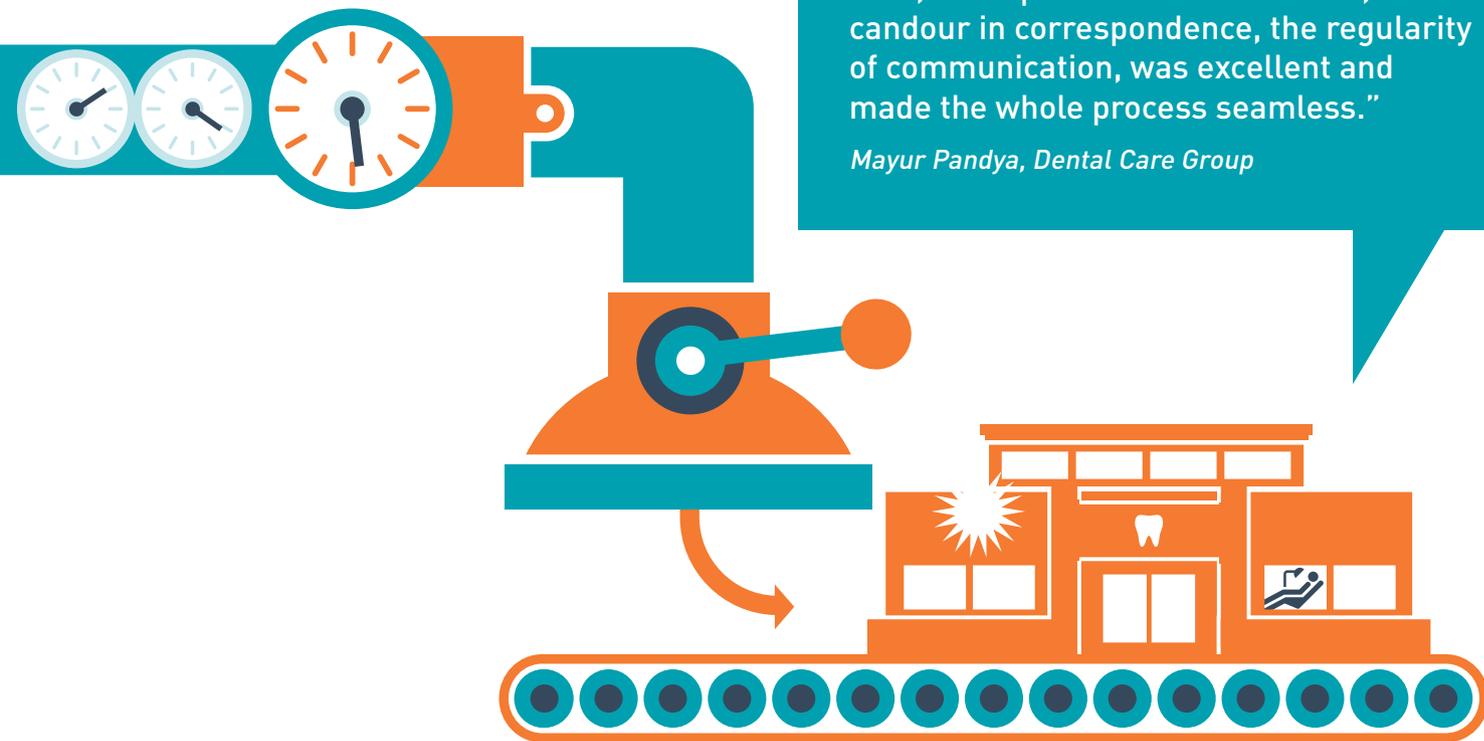
Training Team / Academy of Excellence

Support Buddy / Support Team

JOIN SOE

12 months





“The overall conversion, the planning, the attention to detail, the engagement with staff, the reports that were written, the candour in correspondence, the regularity of communication, was excellent and made the whole process seamless.”

*Mayur Pandya, Dental Care Group*

Medcare South, Bailey Drive,  
Gillingham Business Park, Gillingham,  
Kent, ME8 0PZ

WEB: [www.softwareofexcellence.com](http://www.softwareofexcellence.com)

EMAIL: [sales@soeuk.com](mailto:sales@soeuk.com)

TEL: 0845 345 5767

 @UKSOE |  SoftwareOfExcellence |  SoftwareOfExcellence

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