

# NEWS BITS

## Terrific Two's

*BITS has reached our second year in business! Here's to many more!*

# BITS

Business Integrated Technology Solutions

Greetings once again from the BITS team! In this edition of our newsletter, we would like to announce our second anniversary! Thanks to your continued support, our business has thrived these past two years. Here's to many more successful years of servicing your IT needs!

While we have your attention, we would also like to introduce you to our new Office Manager, Colleen. Colleen has been a much needed addition to our team here at BITS, helping us to better stay organized as we continually expand our business. She has taken over all the scheduling and management of our business so that our technicians can focus on doing the job that comes naturally to them: Servicing your IT needs.

As we promised last time, our website has been updated to include our first client spotlight, Dr. Salesky of Southington Dentistry! Read on for his story!

*In early 2007, Dr. Salesky took ownership of a dental practice in Plantsville. Southington Dentistry, as it is called, was managed on two aging computers which were unable to keep up with the demands of the rapidly growing practice. Dr. Salesky knew that upgrades were desperately needed, but he did not know how to best proceed. Then, a colleague, Dr. Greenberg, suggested to Dr. Salesky that BITS might be able to help him out. A call was placed, a meeting scheduled, and the rest, as they say, is history.*

*...continued on back.*

## Founder's Greeting

Happy Birthday to us! This newsletter marks the second anniversary of BITS, and we are all very excited by it. We can't thank you enough for recommending your friends and colleagues to our services. Without you, we would not have been able to make it!

Your invaluable business has allowed us to hire additional staff including our new Office Manager, Colleen, and our new intern technician, Mike. Colleen has been a great help managing the business and we expect great things from Mike as we familiarize him with our business. Keep an eye on our website for their new bios!

Thanks!

-Dana Camp  
Founder



## SALESKY SPOTLIGHT

*"BITS has done an excellent job upgrading the technology used in our office. BITS was able to install a computer network that included a server, seven computers, cable drops, appropriate software, a wireless connection, scanners, digital radiography, and even a TV in the waiting room and multipurpose displays in the dental operatories." - Dr. Salesky*

We got right to work upgrading and installing new technology in Dr. Salesky's office. New workstations were ordered, along with a centralized server to better manage the information flow of the business. Peripherals, such as a new printer and scanner, were added where necessary to make office tasks quicker and more efficient for Dr. Salesky's staff. The two main operatories received dual displays on swivel mounts which allow for proper HIPAA compliance and increased patient comfort as the latest episode of *The Riches* plays on the patient's monitor. We even installed a 37 inch flat panel television into the waiting room which can be seen through the large glass windows from the parking lot. All of the

improvements we have made have been noticed by office staff and patients alike.

*"The efficiency of the office has increased dramatically since the installation of the network and computers. We are more easily able to deal with other companies and patients, and can more effectively chart and manipulate data unique to our business. For instance, our office can now take digital X-rays (80% less radiation and improved x-ray quality), email, scan documents, improve gum and tooth health through better charting, more effectively communicate with other companies, and back up data more reliably. Even patients have noticed the changes. We are now able to show patients any dental issues with color digital images or dental x-rays on 19 inch flat screen monitors that are positioned in front of patients. Interested patients can now ask questions they have about their dental issues and see the high quality work completed in their mouths. For a more relaxing experience, patients can even watch their favorite television while having dentistry completed." - Dr. Salesky*

Here at BITS, we take great pride in seeing our clients prosper as a direct result of the work we do for them. With our

help and through improvements in technology, Dr. Salesky's office has seen an increase in productivity and efficiency. Additionally, the patient experience when checking in for a visit at Southington Dentistry has been greatly improved. We are extremely satisfied with the results of our efforts there, and we aren't the only ones.

*"I have found BITS to be an exceptional resource for answering questions and implementing my computer and technology needs. The employees at BITS have taken the time to research and document a thorough plan to fit the needs of Southington Dentistry. They are open to discussion and communication so that all parties involved are happy with the outcome of the projects completed. I have found few companies to be as dedicated to exceptional service as BITS. BITS has exceeded my expectations regarding communication, installation, meticulousness and performance. I am very happy with their work and can not think of even one negative comment to say. I would recommend BITS to anyone seeking commercial or personal computer expertise."*

*- Dr. Salesky*

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