

## Cliffside Dental Case Study

Dr. Donald K. Meyer, DDS  
President

**Interviewer:** How many computers and employees do you have?

**Dr. Meyer:** We have eight computers and one server. All six of my employees use the computers.

**Interviewer:** What initially brought you to MulberryTek, and when was this? Did you have an IT company before?

**Dr. Meyer:** Our office suffered a severe breakdown of our computer network because of an employee's dishonesty and the attempt to cover up. Our system was trashed.

**Interviewer:** What did MulberryTek do for your company?

**Dr. Meyer:** MulberryTek set up a new main computer and a server that secured our system and had us up and going in record time. We would have been left with the loss of patient records and accounts without their help. They installed and maintain our server and oversee the smooth operation of all others.

**Interviewer:** Do you have system capabilities now that you didn't have before you partnered with MulberryTek?

**Dr. Meyer:** Yes we have a better and more secure system and a set up that allows them to attend to our needs without making an onsite service call. They also intercept problems for us before they occur.

**Interviewer:** Do you still have an ongoing contract with MulberryTek for maintenance/upgrades? How is their response time when an onsite call is necessary?

**Dr. Meyer:** Yes. It has for the most part been hours not days. This has saved us a great deal of time and money and a lot of frustration.

**Interviewer:** How would you grade the Return on Investment (ROI) you've received from MulberryTek?

**Dr. Meyer:** This service has been invaluable to us. As with most offices, without our computers we basically are shut down. We have digital x-ray systems that are in constant use and without our computers we cannot diagnose.

**Interviewer:** Any other comments you'd like to make about MulberryTek - the people who work there, or any other aspects of their service or the work they did for you that hasn't been covered already.

**Dr. Meyer:** MulberryTek is just very user friendly. They are the most knowledgeable computer techs I have encountered. We have yet to experience any dissatisfaction with anything they have done. I would highly recommend them.