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FlowBiz – Workflow Connect Customer Solution



FlowBiz Customer Solution – CRM, Data Integration and Banking

Overview

Country/Region: Australia
Industry: Payment and CRM Solution
Year of Engagement: Initial 2008, ongoing.

Client Profile:

DentiCare has been supporting Dental & Orthodontic Practices and their Patients since 2003. They provide expert professional services to manage treatment payment plans so Dentists and Orthodontists can give patients all the attention they need.

DentiCare is a unique tailored service that is specifically designed for Dental & Orthodontic Treatments. They have helped tens of thousands of patients reach their oral care goals and create an environment that works perfectly for the practice too.

Business Situation:

Commencing with a home grown system meant that as the business grew it became increasingly difficult to maintain the growth with out of date methods and software. It was also apparent that DentiCare needed to invest in a system that would grow with them and handle increasingly complex payment plans. The need to also have an interface for providers to log in and check progress of payments was also a high priority. Interfacing with credit card payment gateways and banks all pointed to a need for a complete rethink of the solution being used.

A critical deliverable was the solution had to be expandable, and deployed to end users using standard browsers. Hosting in a secure environment within Australia that interfaced with banking and credit card institutions were also critical success factors when choosing FlowBiz to develop the solution.

“We tried a small one person developer to create the solution but they did not have the required breadth of experience and expertise of the FlowBiz team” Said Stuart Johnson Finance and Operations Director DentiCare.

“We also had a vision to extend the solution into a wider market that we call MediPay. FlowBiz has proven that it has the capability, capacity and willingness to grow with us and contribute as one of our trusted partners” said Stuart.

The Solution from FlowBiz uses many of the already proven FlowBiz systems and applications. This has resulted in cost effective and fast extensions to the system, a hallmark of the FlowBiz suite when building bespoke systems. Additionally with FlowBiz organising and managing the hosting of the solution in a secure hosting environment means that DentiCare can have confidence everything works the way it is meant to.

Interaction with Client Service Officers from DentiCare happens on a regular basis to tweak the system as new ideas are discussed, profiled and if appropriate developed. This makes the system dynamic and constantly meeting everyone’s expectations.

Benefits with the Solution:

- Reduction in costs for running the business.
- Improved retention of staff that now have an easy to use solution.
- Multiple systems linked into one solution.
- Rapid additions to meet changing demands as the business grow.
- Accessible from any smart device.
- Seamless integration with Credit card verification systems.
- Seamless integration with bank reconciliation statements.
- Automated handling of overdue payments.
- Automatic auditable generation of letters, correspondence and regulatory paperwork.
- Expandable as the business grows into other payment areas.