

CS OrthoTrac Cloud

Server Crash Requires Emergency Intervention

Dr. Randy Ogata, University Orthodontics

Protecting your patients' information is a critical requirement for any orthodontic practice. Unfortunately, storms, power outages, and other natural disasters pose a significant threat to a practice—as they have the potential to wipe out your most important files. And, even if you live in a location where dangerous weather conditions rarely arise, that doesn't make you immune to server issues.

To counteract these risks, many practices are turning to cloud-based software to ensure their information is safe and secure. Storing data remotely not only protects against data loss, but it also allows users to access information from any location—making it the ideal solution for orthodontists who have multiple practices, as well as those who would like to complete their work outside of the office.

Considering a Cloud Solution

A CS OrthoTrac user since first opening his practice in 2000, Dr. Randall Ogata of University Orthodontics initially chose the software because of its intuitiveness and integration with Orthodontic Imaging software.

After establishing his main office in Seattle, Dr. Ogata opened a satellite office in his hometown of Mercer Island, WA. While having two locations allowed him to see more patients, it didn't take Dr. Ogata long to notice that the expansion came with a number of technical problems.

"Figuring out how to handle my practice management solution was difficult, as there was no way to share information between both practices," explains Dr. Ogata. "If I took the dataset with me, then my staff at the main office couldn't manipulate it themselves, or the two wouldn't sync up the next day when we tried to combine the changes."

In an attempt to address these issues, Dr. Ogata first tried using a remote desktop connection—ensuring the practice only had to deal with one dataset. For almost a year and half, Dr. Ogata and his team would use a laptop at the satellite office to control the workstation at the main office. Although this setup allowed staff members at both locations to make changes on the same day, its success relied upon a number of variables: multiple computers and multiple internet connections (each with different upstream and downstream speeds), as well as the local server. The process was very similar to a cloud-hosted solution, but because Dr. Ogata's system had a tendency to drop its connection to the workstation at least once a day, it was not nearly as fast.

The Big Storm

Dealing with a remote connection was one hindrance; dealing with a server that was almost seven years old



Practice Profile

Customer
Dr. Randy Ogata
University Orthodontics

Product
CS OrthoTrac Cloud

Business Need
Get up and running after a server crash

Solution
CS OrthoTrac Cloud

Case Study





and starting to show signs of age was another. As such, Dr. Ogata knew he would eventually have to replace it; however, he was trying to delay the inevitable for as long as possible to avoid the cost of new equipment and re-networking. Unfortunately, these plans changed after a particularly powerful storm passed through the Seattle area and left the practice without power for an entire weekend.

“On Monday morning, my team informed me that our server was down. At first I attributed it to the weekend’s storm—but they were insistent that immediate action was needed, as the server wouldn’t boot up at all,” recalls Dr. Ogata. “So we were T-minus 5 minutes to patients, facing the dreaded ‘blue screen of death,’ and with no access to our OrthoTrac database. That’s when the panic struck, and I contacted my sales representative for information about OrthoTrac Cloud’s ‘emergency’ conversion process. Although we were already planning to upgrade to the Cloud in 2014, fate intervened, and it had now become priority #1 for Q4.”

Recovering the Data

As soon as they got the call, Carestream Dental’s CS OrthoTrac support team went to work. The team began by immediately enabling one of Dr. Ogata’s workstations so his staff could locally access the backup dataset and look up information. Next, the OrthoTrac support team walked Dr. Ogata through the process of removing the hard drives from the server.

After pulling the hard drives from the server, Dr. Ogata’s team sent them to Carestream Dental’s Atlanta headquarters—and all before 10 a.m. on the Monday after the storm. By Tuesday, the OrthoTrac support team had the hard drives in hand and began mining the data and uploading it into the cloud. After working long past closing time, the support team walked Dr. Ogata through the process of configuring his workstations, laptops, and iPads to ensure CS OrthoTrac Cloud was ready to go live the next day. By Wednesday afternoon, Dr. Ogata’s team could schedule appointments on the Cloud; on Thursday, they could access images that had been previously taken, and by the time Friday arrived, they were able to integrate the practice’s panoramic/cephalometric imaging system and cameras with the Cloud.

“The team at OrthoTrac walked me through all of our options and helped me figure out what the best solution for the practice was—all in a very short period of time. Their efforts helped get me back up and running by the end of the week,” Dr. Ogata states. “My sales representative bent over backwards for me, activating the OrthoTrac emergency response team to help me recover my dataset and get everything up and running within the same week through a ‘shotgun’ cloud conversion. She made the impossible possible.”

First Impressions of the Cloud

Once he familiarized himself with the Cloud, Dr. Ogata immediately noticed the many benefits of the setup. Most notably, he found that being able to access his information anytime, from any location, and on any device, improved his personal life.

“The nice thing about CS OrthoTrac Cloud is that I no longer have to stay in the office late just to finish my chart entries. Now, I can go home and make it to my son’s basketball game or take him to T-Ball practice, and just log in to do my chart entries on my iPad with the Wi-Fi hotspot enabled,” said explains Dr. Ogata. “I hate to say it, but in the old days—when you had just one workstation—you were stuck.”

All in all, CS OrthoTrac Cloud is a solid product, and it really stacks up against any of the other products out there.”