



CASE STUDY

Count on us:

MOS COMMITMENT TO PARTNERSHIP

GREAT EXPRESSIONS DENTAL CENTERS

With MOS, Great Expressions Dental Centers experience over a \$125,000 per year cost reduction in print services and gains staff productivity through managed print services program.

The Customer

For over 30 years, Great Expressions Dental Centers (GEDC) has been a leader in preventative dental care, orthodontics and specialty care with over 250 offices in 10 states. One of the largest privately owned dental service organizations in the United States, GEDC is consistently recognized for contributions to improving oral health through quality and safety initiatives, affordable dental care services, patient convenience and more. GEDC is experiencing dynamic growth and opportunity within the areas that they service.



The Challenge

Through growth by affiliation, GEDC was dealing with multiple vendors, an unstandardized fleet, high costs and complicated billing with no way to manage or track. With a fleet consisting of 47 different models and 10 different manufacturers, GEDC needed a partner to help relieve their IT and administrative staff from loss of productivity with the time spent managing printing devices. A single source solution to support their staff for all 240 locations was need to focus on reducing costs of their document environment.

The Solution

Using the MOS 360° Assessment, MOS and GEDC co-authored a customized solution for all their locations across the state as well as throughout the nation. MOS provides managed print services for over 500 devices in 10 states with more locations and devices being added on a regular basis. The MOS solution provides GEDC with simple and consolidated invoicing and one contact for all their print needs regardless of location or model.

The Results

GEDC has eliminated wasted time and efforts by having single partner for all service and supply needs. The MOS solutions is efficient and more productive for all GEDC employees involved, resulting in over \$125,000 annual savings for GEDC. MOS and GEDC co-authored a welcome package for new affiliations to make for streamlined implementation of the program ensuring ease of adoption for employees. GEDC values a true partnership with a strategic partner and can count on MOS so they can focus on being the true leaders in providing affordable dental care in the communities they serve.

WHAT THEY'RE SAYING:

"The MOS 360° Assessment gave me visibility into our fleet that we never had before. Once we established a baseline, the analytics and metrics that were provided have helped us manage the fleet and drive efficiency."

—Matt Spivey

Director of IT Operations

Headquartered in Southfield, Michigan