



Switch DDS

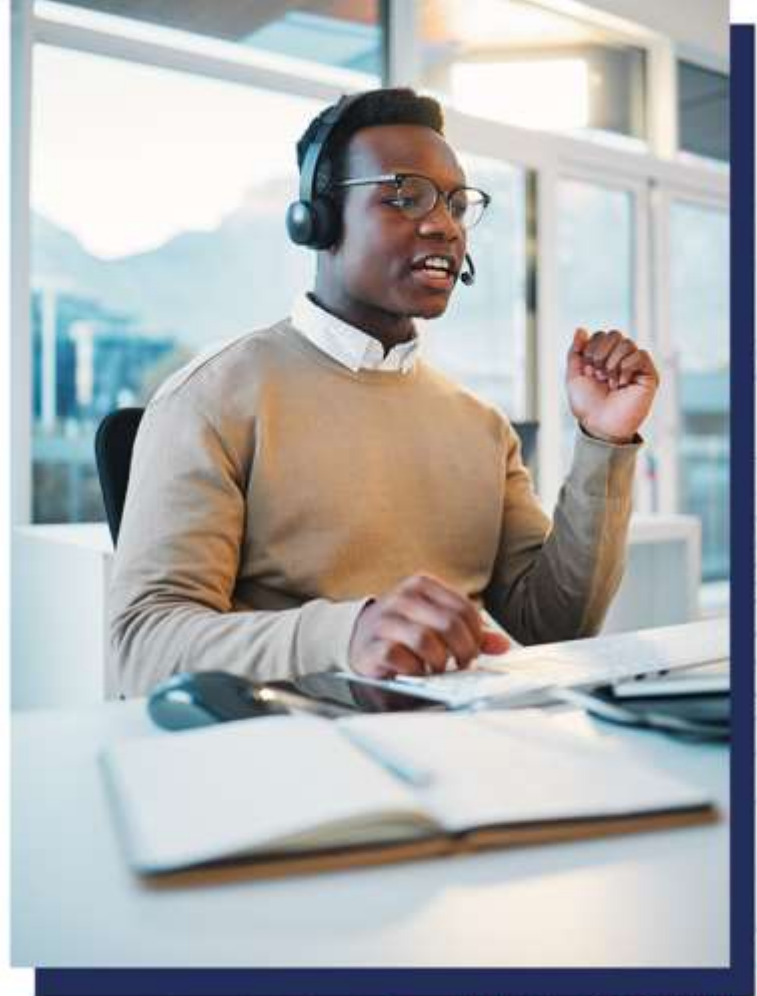
Customized Support

WHO WE ARE

SwITchDDS is a dental IT support company that provides certified trained team members.

We enable business growth at an affordable and scalable environment while producing career opportunities.

We help transform your business performance by providing virtual support teams.



MISSION STATEMENT

A photograph of three call center agents wearing headsets, smiling and talking. The image is overlaid with a blue tint and is contained within a rounded rectangular frame.

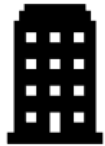
"Delivering Excellence in Support
while making you Smile with an
Affordable Solution."

SERVICE/SUPPORT CENTERS

- **Zimbabwe**
- **USA**
- **Costa Rica**



WHY CHOOSE US



**No work
from home**



**Speak the
“Queen’s English”**



**University
Educated**



**No long term
contracts**



**Dedicated to you
and work the
same hours**

35+ YEARS EXPERIENCE & QUALIFICATIONS

PMS

Open Dental, EagleSoft,
Dentrix, Carestack, and 20+
other brands

Imaging Software

Romexis, Galaxis, Apteryx,
AIS, NNT, Carestream and
more

Equipment Manufacturers

Carestream, Sirona, Planmeca,
Cefla, Gendex, Instrumentarium,
KaVo, iCAT, Vatech, Acteon, etc...

CRM

Salesforce, ODOO, Hubspot,
Zoho

SERVICES WE OFFER

Dental Support Organizations

- **Help desk**
- **Server management**
- **Cyber security updates and protocols**
- **Password manager/software**
- **Establish SOP and updates**
- **New software and hardware integration**
- **New team member set up**
 - **Email/phone/shared docs/logins**
- **Project managers**
 - **PMS consolidation**
 - **New equipment integration**
 - **Equipment upgrades**

Full time team member from \$17 per hour

SERVICES WE OFFER

Dental Practices

- **Cyber security updates and protocols**
- **Maximum of 22 minute response time**
- **Software recommendations**
- **Nationwide “on-site” support network**
- **Server management**
- **On Demand IT Support at \$95 an hour**
 - **Billed in ¼ increments after first hour**
- **New team member set up**
 - **Email/phone/shared docs/logins**

Full time dedicated team member at \$2950 per month

SERVICES WE OFFER

Manufacturers and Software Organizations

- **Help desk**
- **CSR's**
- **Level I and II support for IT/software**
- **Project manager**
- **CRM customization and management**

Full Time team member from \$17 per hour



WHAT'S INCLUDED



- **Workstations, PC infrastructure, IT Support, Cybersecurity, HR and Finance**
- **Account Manager**
- **HIPAA compliant team members and systems**

- **Employee benefits and healthcare insurance**
- **Spiritual, emotional and counselling support through our Workplace Wellness/Pastoral Care department**



PROCESS (5 SIMPLE STEPS)

1. **Schedule a Discovery Call**
2. **Interview team members (2-3 days advance)**
3. **Select Candidate**
4. **Onboarding and IT Integration**
5. **Go!**

Process takes as little as 5-7 business days.



OUR WHY

“Delivering Excellence in Support while making you Smile with an Affordable Solution.”

A WIN for our clients who benefit from increased efficiency and reduced operational costs.

A WIN for our team members who gain employment and benefits that empower them to provide for themselves and their families.

A WIN for the ministries we support around the world where we donate 51% of profits.



LET'S GET STARTED



switch.com
DDS