

DH Dental Saves 60% in Network Costs by Moving to SD-WAN

A global footprint led to specific challenges for one of Envista's key brands, DH Dental, when it came time for a strategic migration of network services. vCom led the migration that resulted in significant cost reductions.



BACKGROUND

A member of the Envista global family of more than 30 trusted dental brands, DH Dental provides dental materials to a global network of B2B clients. Its needs are diverse enough to warrant the establishment of separate internal teams for its cloud, voice, and infrastructure activity.

"I can 100% recommend... the team always makes an effort to stay close to us to understand what we're doing."

HEIKO KRAFT
DH DENTAL, NETWORK ENGINEER

CHALLENGES

DH Dental's network team was preparing to start a global transition from MPLS to SD-WAN. The objective was to have two internet circuits (for redundancy and to minimize service disruptions) across each of its approximately 100 global locations.

The dental supplier was looking for a partner that could source and locate internet services around the world. This demanding transition would be a challenge in the best of scenarios. DH Dental's six-person IT team lacked the time needed to successfully contract, migrate, install, and turn up services in so many locations within the target timeframe. The detailed process required finding ISPs across national borders that were a) global, b) reselling local ISP services, and c) had the required bandwidth for DH Dental's needs. In addition, each circuit required detailed research and impeccable selection. The task would have been overwhelming for such a small team of engineers.

Circuits Under Management

- 35

Challenges

- Too few resources to manage a global migration to SD-WAN
- Limited visibility into global providers
- No centralized visibility of carriers

Impact

- 60% decrease in network costs amounting to \$3 million in 3 years
- Centralized portal resulted in an estimated 10 hours per week saved
- Automated payments reduced late fees and ensures business continuity

SOLUTION

Working with vCom enabled DH Dental to create a clear, streamlined path to its migration objectives. For each location, vCom offered multiple options, often engaging with local CLECs previously unknown to the DH Dental team. vCom ran a Buyer's Journey on a subset of the 100 locations analyzing the diversity of dual connection options before choosing providers. Once each location's status was assessed, a dedicated project manager was assigned to decommission the old circuits and oversee implementation, conduct testing and turn up, and get each new circuit into production.

vCom enabled DH Dental to access a robust portfolio of available circuits for each location in countries including Brazil, India, China, Mexico, Italy, and Portugal. Typically, this kind of accessibility requires working with someone in each country and is challenging to manage remotely. However, vCom's pre-established resources and strong network of providers streamlined accessibility, the depth of options available for each location, and the speed at which they were able to implement required changes.

RESULTS

DH Dental's partnership with vCom has significantly transformed its network infrastructure and operational efficiency. Initially, the project focused on establishing stable circuits across DH Dental's international locations, reducing dependency on a single provider and ensuring robust connectivity. Transitioning to SD-WAN further enhanced flexibility and adaptability, crucial for a dynamic business environment.

- ✓ Decrease in costs: 60%
- ✓ First 3 years' savings: \$3M+
- ✓ Processing time saved: 10 hours per week

Overall, DH Dental's collaboration with vCom illustrates how strategic network management and adoption of modern technologies like SD-WAN can drive significant operational efficiencies and cost savings for enterprises. By leveraging vCom's comprehensive solutions, DH Dental not only optimized its network performance but also liberated internal resources for more strategic business endeavors.

"I'm very grateful for what they did for us," says Heiko Kraft, Network Engineer at DH Dental. "Without them, our SD-WAN deployment wouldn't have been the success it is. From that point on, we've used so many more services of vCom."

