



I.T. MATTERS, INC.

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Solutions & Success

The Inside Story



**Client
Industry
Respondent**

Solomon Dental Group
Medical
Mark Kelly, Administrator

I.T. Matters Delivers Client-Focused IT Support For Solomon Dental Group

Solomon Dental Group is a dental practice that's been in operation since 2003, providing general dentistry services to more than 2000 patients in The Woodlands, Texas. They believe going to the dentist doesn't have to feel like a stressful chore. They will make your visits relaxing, comfortable, and productive from the moment you walk through their front door up until you leave with a healthier, more confident smile. They take pride in delivering a patient-focused experience and expect the same focus from the support companies they partner with.

That's why they work with I.T. Matters.



Solomon Dental Group Was Looking For An IT Company That Would Give Them The Attention They Needed

Solomon Dental Group first connected with I.T. Matters when the dental practice was in the market for a new IT company. They had interviewed them, but ultimately decided to sign with a different provider. However, it didn't take long for the Solomon Dental Group staff to realize they should have gone with I.T. Matters.

"We realized that we were not getting the attention that we thought our problems deserved, so we were getting frustrated on that front," says Mark Kelly, Administrator, Solomon Dental Group.

The IT company they had opted to work with underwent some critical changes in personnel not long after they partnered together. In particular, a key contact for Solomon Dental Group at that

IT company had moved on, prompting a change in both service quality, and overall direction at the business.

The Solomon Dental Group staff decided to reexamine the IT companies they had already interviewed and considered working with I.T. Matters. They were looking for an IT company that would be able to provide attentive and effective service, as well as one that understood the critical line of business software on which they relied.

"So, we got in touch with I.T. Matters and came to terms," says Mark. "We knew they already had dental clients in the community. We have certain dentistry specific software that we didn't want people to learn at our expense."



Solomon Dental Group Chose I.T. Matters For Their “Client-Focused” Service

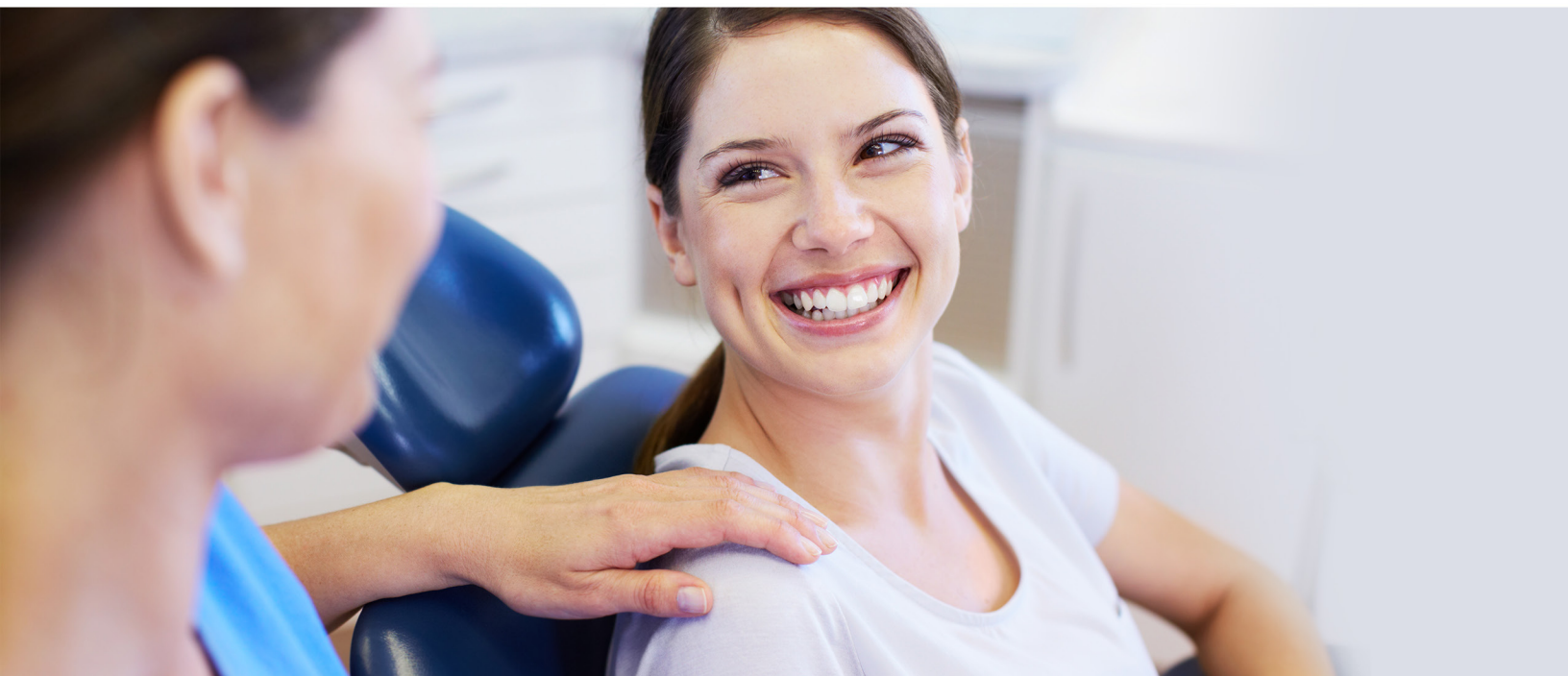
A primary deciding factor for Solomon Dental Group in their search for a new IT company was the candidate’s philosophy of service.

Solomon Dental Group is proud to offer a patient-focused experience, always prioritizing that above everything else in their daily work. In their subsequent meetings with I.T. Matters, it became clear to the Solomon Dental Group that they had found a match for their business philosophies.

“When we sat down with I.T. Matters, they were all about us,” says Mark. “Their focus was client-focused, just as we were patient-focused, so we thought that was a good philosophical fit.”

The more that Solomon Dental Group got to know I.T. Matters, the more they saw their own approach to business reflected in them. I.T. Matters presented open and honest qualities in their meetings.

“The previous company we got rid of was a one-person, two-person show, but when we sat down with I.T. Matters, Inc., they brought the president, the CEO, a couple of techs, so we could see their organization,” says Mark. “It was a greater organization, and gave us a greater confidence in their ability to get the job done.”



I.T. Matters Provides IT Support That Allows Solomon Dental Group To Focus On Their Patients

"I.T. Matters is very attentive, very quick to respond, and to follow up and make sure everything has been completed to our satisfaction," says Mark. "We have a number of IT projects on the go, in which they are involved and holding our hand through."

Working with I.T. Matters, the Solomon Dental Group staff is confident they made the right choice this time. They now have an IT partner that directly manages everything IT-related in their business, from dental software to third-party tech vendors to ongoing projects.

"It's essentially a business relationship in which they say, 'Do not worry about anything,'" says Mark. "We let them know what the problem is, and they take it from there. We can now focus most of our attention on running the business."

It's this quality of support that allows the Solomon Dental Group staff to focus on delivering the best possible experience for their patients. They don't have to worry — or even think about — their IT. They can trust that I.T. Matters is taking care of it.



We would have no hesitation to recommend them to others."

- Mark Kelly,
Administrator, Solomon Dental Group

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