



**Software Works (SWI)**  
Leveraging Technology for Business Success



**CUSTOMER DETAILS**

[www.brightsmiles.com](http://www.brightsmiles.com)

**INDUSTRY: DENTISTRY**

**CHALLENGES**

- Patient and business data is at significant risk putting the entire operations of the business at risk.
- Patient Data Security is not encrypted per HIPPA regulatory compliance.
- Data backups are manual and fail due to human error and even backup media failure.
- Data Recovery is difficult at best restoring data from backup media causing downtime and requiring a computer specialist to perform the recovery.

**SOLUTION**

- Remote Data Backup was introduced and within hours their data was saved offsite and encrypted thereby complying with HIPPA law.
- Operational review and training changes to avoid locking conflicts with customer service and shipping (dispatch).

**RESULTS**

- The company now can enjoy piece of mind knowing that when the unexpected happens their data is safe and secure.
- Administration no longer has to spend time “backing” up the data allowing their valuable time to be used elsewhere.

**RDB ASSURES REGULATORY COMPLIANCE WITH EAGLESOFT DENTAL APPLICATION FOR PATIENT DATA**

**BACKGROUND**

Bright Smiles Dental Clinic had a growing concern about the risk they were running by not complying with HIPPA and by failing to backup their most valuable corporate asset, their patient and business operations data.

So, Bright Smiles originally purchased LiveOne Care from Microsoft to save their data only to discover it caused operating conflict with their Eaglesoft business application and had to be removed. As they later discovered LiveOne was really not even backing up their data.

Bright Smiles received information from Software Works, Inc. (SWI) about our subscription Remote Data Backup service that would allow them to immediately put their minds to rest.

**OBSERVATIONS**

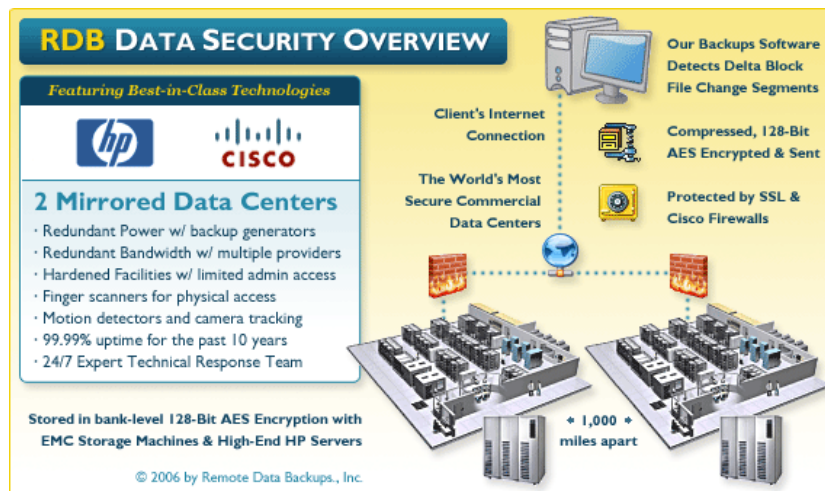
SWI reviewed the backup data file recovery needs of the Eagle Application data and setup Bright Smile to backup their data every night. Testing the RDB recovery was smooth and easy and worked excellent.

Now every evening while everyone is sleeping all of their computers are backing up their data over their internet connection to save their data encrypted and offsite in a data vault.

What Bright Smiles likes about the RDB backup is the automatic backup, the offline storage, and the encryption process that keeps them compliant.

**SOLUTION**

The RDB solution leverages 2 mirrored data centers and has enjoyed an unprecedented 99.99% uptime for the past 10 years. Just download, install and register a small agent program, select the files to backup, and schedule it to run. It’s that easy!





## Software Works (SWI) Leveraging Technology for Business Success



**Is Your  
DATA Safe?**



We now use Digital Remote Data Backup (RDB) from Software Works and couldn't be happier. In addition we now also use their Technical Services to manage our office computers, networks and servers.

— Dr. Ryan Magg, Bright Smiles



Dan,

The service you provided for data backup and recovery is definitely needed by all Handyman Connection Franchisee Owners. It is easy to setup and maintain. Being an ex-technology business owner, every business needs to have a plan for theft, fire, or hardware failure of there computers including servers. Since I ran through the actual recover system with you, I was back up and running in about 1 hour.

I no longer need to remove tapes offsite or worry that the tapes will work. In fact, I am sure some owners do not even backup the programs and data! Your system runs an unattended schedule that backs up the entire Server including the Operating System. For the \$29 fee per month it is worth the insurance!

I can now focus on running the business!

Thanks.

— Joe Franz, Handyman Connection - Owner, South Florida



### Works like a charm

"I did a data retrieval today and it worked like a charm. Sign me up. I can now sleep better with Hurricane season in full swing." – David H. Link, III

### SUMMARY

To find out more about our Remote Data Backup program and other similar Software Works, Inc. services (such as our automated IT infrastructure monitoring to eliminate downtime) please call Jason Nixon at 864-370-1548 x202.