



How does on-premise software compare to Curve Hero?

| <=> | Old server-based, in-office practice management systems | Curve Hero |
|-------------------------------------|---|--|
| Hardware | On-premise server with current operating system and connected computers. | All you need is an internet-connected PC or Mac and Google Chrome browser. |
| Cybersecurity | Most practices have little if any safeguards in place to prevent cyberattacks, hacking or malware, putting patient data and your business at risk. | Curve handles all critical elements of security for your practice management system. To be certain that we are on our toes, we pay a 3rd party every year for an intrusion and injection audit. A recent 3rd party survey reported that 94% of businesses experienced improvement in security after moving to the cloud. |
| Data Backup | Manual backups or automated backups that must be monitored to ensure completion. | Backups are made continually throughout the day ensuring your patient and billing data is backed up completely and accurately at all times. |
| Server Maintenance | Continuous software and operating system updates and, more importantly, security patches. Costly IT staff needed to maintain a secure environment. Every day, new malware and computer viruses are discovered. Many of these are created with the sole purpose of stealing data and personal identities. | None. Curve Hero is cloud-based so it does not require you to buy or manage an on-premise server. All IT work supporting your practice management software is handled for you centrally by Curve's expert staff in the data center and is included in your regular subscription fee. |
| Software Updates and Patches | Manually installed by dental practice. A download or CD must be loaded properly onto the system. This can be fraught with roadblocks, errors, and frustrations. System downtime is required to install many updates. | Performed automatically overnight by Curve so your system is ready to go the next business day, with no effort required from you or your staff. |
| Mobility | The core system is only available if you are attached to the server. Separate locations often operate in a separate system, making sharing of patient files and images difficult and labor intensive. | Available from anywhere you have an internet connection. All locations are working on one realtime system making all patient records and images available from all locations. Opening a new location is as simple as connecting to the internet from that location. There are no large, upfront costs for servers and networking required. |
| Disaster Recovery | 100% the responsibility of the dental practice. | Practice Management in the cloud means that backup, disaster recovery, and business continuity is covered in your fees and is handled professionally. |
| Customer Care | Typically long wait times and slow resolution due to other product priorities, support resources being limited due to multiple versions of software, operating system and other local technology issues, and lack of visibility into an on-site system. Vendors often resort to email-only support to deal with their backlog and service levels can be as long as 48-72 hours. | Because a true Software as a Service (SaaS) model dictates that there is one version of the software and the Curve development model is one of continuous delivery, we can support you better. No multiple versions or multiple issue lists — just one version — making it easier to support 27,000 users (and growing!). Also, with your permission, we can log in to your system during a support call to walk you through resolving any issue quickly. We answer our phone in less than a minute; and most issues are resolved in less than 8 minutes! That's the power of a supercharged platform. |

To schedule a demo, call **888-910-4376** or visit www.curvedental.com