

CASE

Service Desk Support For Nobel Biocare

ABOUT NOBEL BIOCARE

Nobel Biocare is the pioneer in the field of innovative implant-based dental restorations – from single-tooth to fully edentulous indications.

Nobel Biocare's goal is to empower dental professionals to give quality of life back to their patients. This philosophy is built on over 60 years of continuous innovation, all stemming from Per-Ingvar Brånemark's ground-breaking discovery of osseointegration in 1952. Since then, they've helped customers treat millions of patients.

ABOUT CALANCE

Calance is a global IT Services firm operating in the United States, Canada and India. Calance provides custom fit solutions for an off-the-rack price. Calance is customer focused and devoted to long term partnerships. With a long history of success, Calance is dedicated to improving efficiencies and evolving to meet changing business needs.



CHALLENGE

Nobel Biocare has multiple software systems that are installed in labs and dental offices. The team at Nobel Biocare was looking for assistance with the technical issues that arise when software is installed so the internal Nobel Biocare staff could concentrate on more complex application support requirements. As a multi-national company, Nobel Biocare required support in varying time zones and native languages.

Nobel Biocare needed a vendor to provide complete technical solutions for their dentists and labs in their various national locations.

SOLUTION

Calance leveraged the Service Desk for its best practices to provide complete technical support. The Service Desk staff address all types of computer related technical issues allowing the Nobel Biocare Technical Support team to focus on the clinical issues.

Calance began to support Nobel Biocare with issues ranging from OS, hardware and software to installation and connectivity. After getting to know the diverse challenges that Nobel Biocare faced, Calance began to provide support with an average monthly call volume of 400+ calls. The staff appointed provided support between 6am and 5pm for all North and South America locations including the US, Canada, Mexico, and Columbia. To accommodate these locations, Spanish speaking agents were provided for email and phone support.

RESULTS

Nobel Biocare renewed services with Calance for over 15 years. The result of these services allow Nobel Biocare's Customer and Technical Support teams to focus on any type of service and clinical issues affecting the customer while Calance handles any technical issues. Guillermo Nieto, Nobel Biocare North America Technical Support Manager commented, **"Day by day our customers see, feel and recognize the superior level of service provided, and it is, in fact, thanks to Calance, who provide the support. I have no words to thank the whole Calance team for unmatched level of support."**

Additionally, there has also been various testing of software upgrades, often finding key issues and resolutions with the software that can be corrected or improved prior to distribution. Calance continues to adapt to Nobel Biocare's changing business needs and build a lasting relationship.