

IT SUPPORT FOR OMAHA DENTAL OFFICES

IT for dental offices

A dental office can lose a morning when an operator computer cannot see a sensor or the front desk is stuck waiting on a vendor. **We keep the technology under your practice running.**

- Cambium Data is Navy veteran-owned. Serving Omaha businesses since 2009.
- Owner Tony Underwood has over three decades of experience in IT.



When the software vendor blames the computer

We do not replace your practice management or imaging vendor. We handle the technology underneath those systems and work with the vendor when a problem crosses between their software and your hardware, so the front desk is not relaying messages.

WHAT COMES OFF YOUR PLATE

Keep the operatories and front desk ready



Imaging and practice software

We monitor the server and workstations, update after hours, and check for known sensor and imaging problems before updates go out.



Notes on every operatory

We document each operatory and coordinate with your software and imaging vendors on upgrades, server replacements and cloud moves.



Hardware lifecycle report

The report covers every operatory, front desk, office and lab computer and shows which machines are aging, out of warranty or no longer getting security updates.



Network and Wi-Fi

We set up business-grade firewalls, switches and Wi-Fi, keep patient Wi-Fi off your charts and X-rays, and add a backup internet line.



Backups tested before you need them

We back up the server and imaging data with a local copy for fast restores and a copy off-site, back up Microsoft 365, and test restores.



Phones for the dental front desk

Cloud-based phones get ring groups for the front desk, a separate billing line, and lunch-hour and after-hours rules, and you keep your numbers.



Security controls for patient information

For medical and dental offices, we help put the technical safeguards HIPAA calls for in place and keep them maintained, alongside your compliance advisor. Your compliance advisor owns the policies and paperwork. We put the technical controls in place, keep them maintained, and tell you in plain English what is in place.

- ✓ Multi-factor authentication on email and remote access.
- ✓ Individual logins instead of one shared front-desk account.
- ✓ Email filtering to catch phishing and fake invoice messages.
- ✓ Endpoint protection on every computer, and encrypted laptops.
- ✓ Removing access when staff leave, including remote access to the practice software.



AI employees that take busywork off the front desk

AI employees take repetitive office work off your team, like drafting review responses and requests, vendor and supply follow-ups, staff schedule reminders and sorting the office inbox. Your front desk gets more done, and your people approve anything that goes out. They start with non-patient office work, and patient information stays out unless a signed agreement with the AI provider covers it and we both agree in writing. We also write a plain-language AI use policy for your office and check your Microsoft 365 permissions before Microsoft Copilot goes in.

HOW WE WORK

Fully managed or co-managed

NO IT PERSON IN THE OFFICE

Fully managed IT

Fully managed IT gives you one place to handle the technology underneath your practice software, including monitoring, careful patching on imaging machines, backups and vendor coordination.

YOU HAVE AN IT TEAM

Co-managed IT

Groups with their own IT team can use co-managed IT instead. Our co-managed plan includes 0.25 support hours per user per month, with additional time billed in 15-minute increments. There is a minimum billing of 10 users.

Questions we hear

Do you support our practice and imaging software?

We support the computers, server, network and backups they run on. The vendor supports the application itself, and when a problem sits between the two, we work it out with the vendor directly.

Can you help when we add operatories or move?

Yes. We plan and deliver cabling projects, plan the network, set up the workstations, and work with your imaging and equipment vendors on timing.

What happens if the server goes down?

Our monitoring alerts us, and if hardware needs hands, we come on-site. Tested backups mean we know how to get the schedule and images back.

Do we have to replace every old computer at once?

No. Our hardware lifecycle report shows which machines are out of warranty or out of support, and we help you replace them on a schedule you can budget for.

Why Cambium



One local team

One Omaha team handles your computers, network, phones, security and AI.



Vendor handoffs

When a problem crosses between your software and your hardware, we work it out with the vendor.



Posted pricing

Our managed IT pricing is posted right on our site.



Local since 2009

Serving Omaha businesses since 2009. Owner Tony Underwood has over three decades of experience in IT.

Not sure where to start?

Start with a free technology and AI review. We look at your setup and show you what is not protected and what we would fix first, in plain English. For a dental office, we also note which operator and imaging computers are aging or out of support. It is free, and you keep the written summary.

Get a free technology and AI review

cambiumdata.com/network-assessment

You can also call **(402) 514-3200**.