

TELLIANT™
Intelligent Software. Delivered.

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Case Study

Modernizing a Dental Lab Management Platform for Improved Performance and Workflow Efficiency

The Client

The client provides a digital lab management platform that helps dental practices and laboratories streamline prescription management, track appliance orders, and manage lab workflows.

The platform offers real-time visibility into case progress, order status, and delivery timelines through an intuitive interface.

By connecting dental professionals and laboratories through a centralized system, the platform improves communication, supports accurate order processing, and helps teams manage daily operations more efficiently.

The Challenge

The client needed to modernize its existing dental lab management platform to improve performance, reporting capabilities, and operational visibility. Legacy technology, inefficient reporting, and inconsistent order tracking created challenges for dental practices and laboratories.

- **Legacy Application:** Older AngularJS components limited scalability, maintainability, and the implementation of new features.
- **Reporting Inefficiencies:** Slow report generation and limited customization made it difficult to access timely operational insights.
- **Data Management:** Inconsistent handling of account start, end, and expiration dates complicated account and subscription tracking.
- **Performance Bottlenecks:** API and SQL query latency affected application responsiveness and order tracking.
- **Order Management:** Workflow inconsistencies and production issues impacted order creation, tracking accuracy, and operational reliability.

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Technology Environment

Telliant worked with the client to support the platform using the following technology environment:

BACKEND

- .NET Core
- C#
- Swagger

FRONTEND

- AngularJS

DATABASE

- SQL Server

CLOUD SERVICES

- Microsoft Azure
- Azure Blob Storage
- Azure SQL

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, & application management services.Expert teams are available to develop web, enterprise, & mobile app, including iOS & Android development.

Solution Highlights

Telliant modernized and optimized the dental lab app platform through application enhancements, backend performance improvements, reporting upgrades, and ongoing production support.

- **Application Modernization:** Enhanced legacy AngularJS modules to improve usability, maintainability, and application responsiveness.
- **Performance Optimization:** Optimized .NET APIs and SQL queries to reduce processing delays and improve system performance.
- **Reporting Enhancements:** Developed and improved reports to provide faster access to accurate, actionable information.
- **Order Management Improvements:** Resolved order creation and tracking issues to improve workflow accuracy and processing reliability.

Insights and Results

The modernization and optimization efforts improved the platform's performance, reporting, and operational reliability with better laboratory workflows.

- **Improved Performance:** Reduced load times and enhanced responsiveness, boosting operational productivity.
- **Better Decision-Making:** Faster, more accurate reporting provided actionable business insights.
- **Efficient Order Processing:** Improved tracking reduced workflow bottlenecks and supported timely deliveries.
- **Streamlined Account Management:** Simplified account administration and subscription tracking.

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