

TELLIANT™
Intelligent Software. Delivered.

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Case Study

Transforming Orthodontic Practice Management Through Automation, Real-Time Analytics

The Client

The client is an orthodontic business analytics and consulting company that helps practices improve performance, profitability, and patient experience.

Its platform serves more than 2,000 orthodontic practice locations, analyzing over 82 key performance indicators daily.

By integrating with leading practice management systems, it provides dashboards, benchmarks, and insights for single- and multi-location practices.

The Challenge

The client needed to unify fragmented patient onboarding, contract, payment, and reporting workflows across a growing network of orthodontic practices. Manual processing created delays and inconsistent data, while limited reporting and remote acceptance options constrained staff productivity and the patient experience.

- **Manual Patient Workflows:** Paper-based forms, manual contract processing, and disconnected patient tasks increased administrative effort and delayed treatment onboarding.
- **Multi-Location Data Complexity:** Maintaining consistent data, access controls, and standardized operations across enterprise, practice, and location levels became increasingly difficult as the platform scaled.
- **Data Management:** Existing reporting lacked integrated, real-time insight into conversion and team performance. Limited remote treatment acceptance and digital payment options added friction for patients and staff.

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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

Enhanced patient workflows through product engineering. The engagement included Consult Manager development, digital forms, integrated payments, real-time analytics, and ongoing support to improve efficiency and scalability.

- **Unified Consult Manager:** Centralized patient dashboard improving consultation visibility, task tracking, and staff coordination.
- **Digital Forms & Workflows:** Automated digital forms and notifications, reducing paperwork and improving data consistency.
- **Remote Treatment Acceptance:** Enabled secure e-signatures and remote approvals, accelerating treatment initiation.
- **Integrated Digital Payments:** Integrated Stax for flexible payments, instant confirmations, and transparent cost.

Insights and Results

Telliant's integrated automation, analytics, and payment solutions improved admin efficiency, accelerated treatment acceptance, and strengthened operational visibility across practices.

- **30% Improved Efficiency:** Automated workflows streamlined patient onboarding.
- **25% Faster Treatment Acceptance:** Digital approvals accelerated patient conversions.
- **40% Less Payment Processing Time:** Integrated payments simplified transactions and reconciliation.
- **Data-Driven Decisions:** Real-time analytics improved practice visibility and performance insights.

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