



SSD Dental Services:

'Quality care for your dental equipment'



Who are the SS Dental team?

How do you use us to ensure equipment uptime and Quality repairs?

Welcome to the introduction pack for you, we thought we would put this together so that you can see what you can do with us, equipment to building we have it all under the banner of SSD!



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SSD Group

Your local specialist for everything dental

YOUR LOCAL SPECIALIST FOR EVERYTHING DENTAL

The SS Dental group is the friendly name for the six businesses that specialise in assisting the medical and dental practice reach both profitability and uptime with a quality approach Dental support specialists ensuring the end client gets the ethos of quality delivered in many ways.

WHAT ARE YOUR COSTS?

TRAVEL AND LABOUR EXCLUSIVE RATES

Your call out rate:-

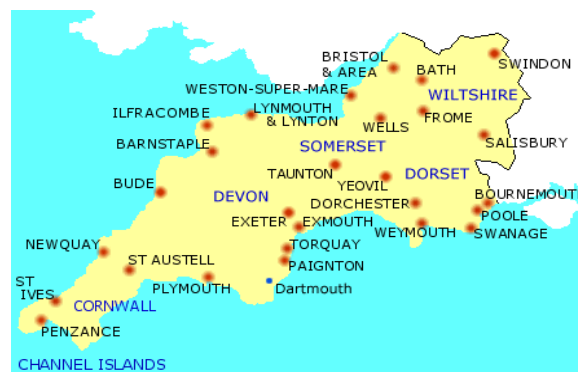
£ .

Your Labour Rate:-

Dental Engineers £30.00*

Maintenance Engineers £15.00*

Plus VAT.



Dental Engineers

*£30.00 per 30 mins and then £30.00 every 30 mins onwards, Day rates are available and / or contract pay monthly with inclusive calls for peace of mind and budgeting of practice expenditure

Maintenance Department

*from £15.00 per 30 mins and then from £15.00 every 30 mins onwards, Day rates are available and / or contract pay monthly with inclusive calls for peace of mind and budgeting of practice expenditure

Ask us for more information!

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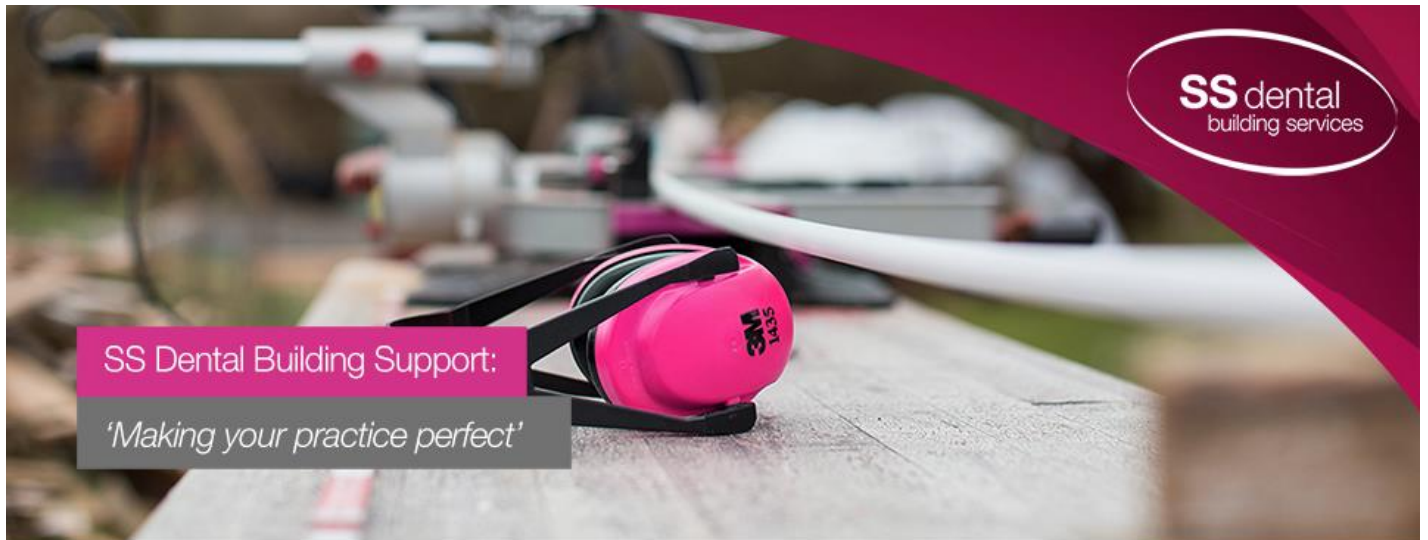


What does the department offer?

- Suction
- Compressed air
- Dental Chairs
- Dental Stools
- Dental Carts
- Delivery systems
- Table top items
- Handpieces
- X-Rays
- RO systems
- Dental Parts
- Engineer Call Outs
- Over the phone Engineer Advice
- 24/7 Online Engineer and Dental Services Booking System
- Equipment Quality Check Inspections (EQC's)

We have the following areas that help us create superior service and quality for the customer: -

- Vehicles are GPS tracked
- Engineers are GPS tracked
- All engineers stock parts that we organically rotate to the areas needs
- Engineers are factory trained and mentored
- Engineers are worked to 70% workload to ensure quality site time
- Engineers are using digital recording of data
- Customer portal for easy data retrieval
- Office staff, trained in Q & A to assist as first response.
- Innovative foresight from the heads of department, new systems coming online regularly.

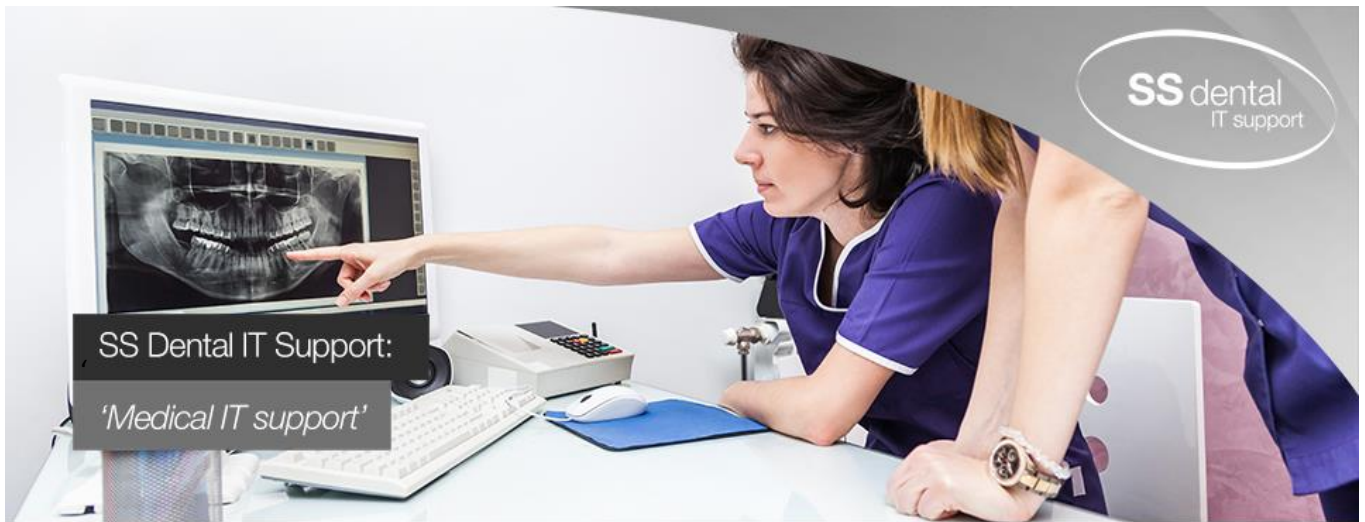


The build team offers the following: -

- Full projects from foundation to Completion
- Part projects/Facilities Maintenance
- Internal /external renovation
- Decorating
- Commercial Flooring
- Plumbing
- Plastering
- Gas works
- Electrics
- Bespoke Cabinetry
- 'Kabinets' Solid Surface worktops

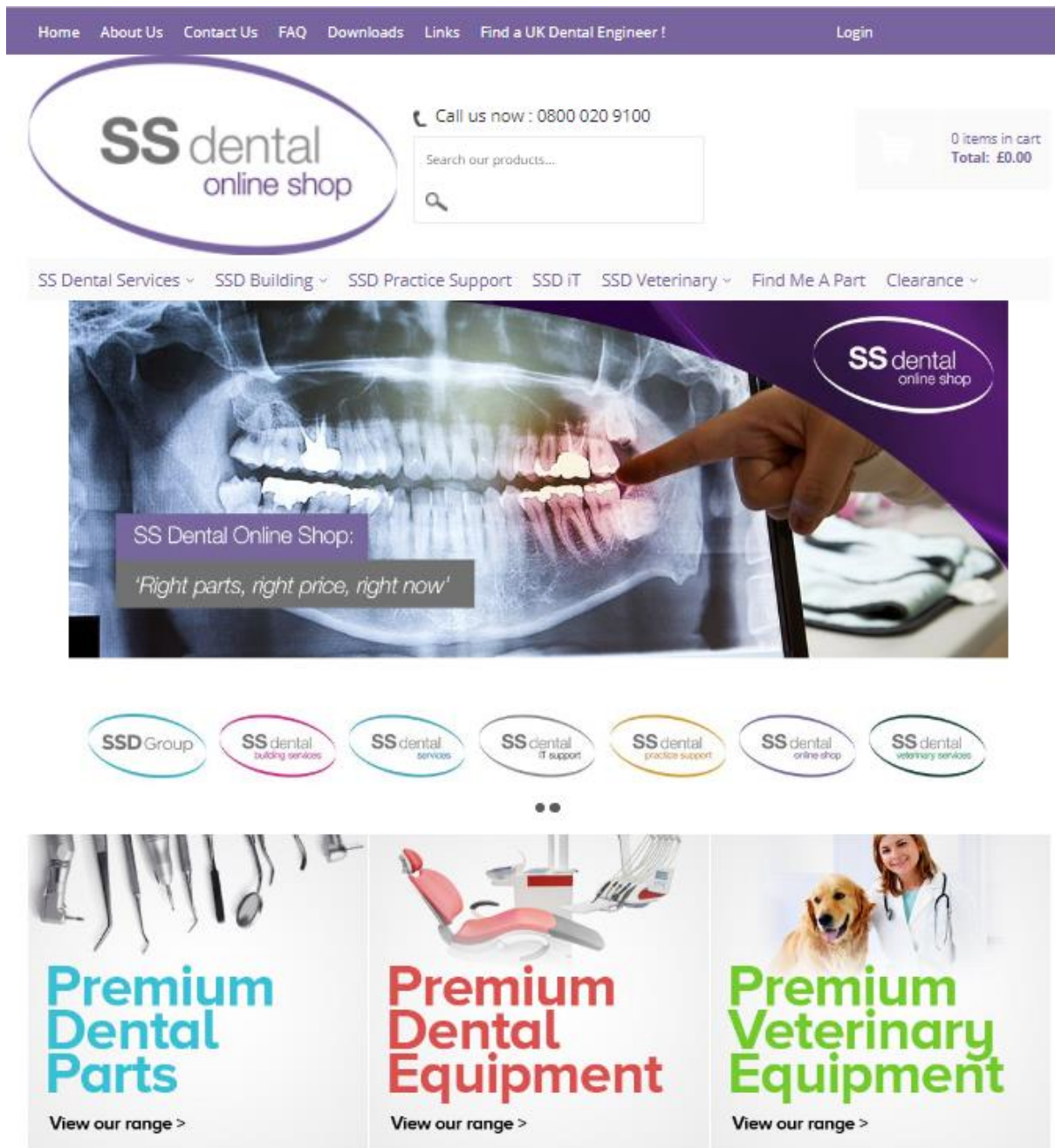
Maintenance Division

Our maintenance division operates throughout the south west. We can offer reactive Maintenance to solutions to enable you to keep running from a leaky tap to a non-functioning boiler we are only a call or email away. We offer an emergency Red call out service for your major full practice shutdowns where we endeavour to be with you within 3 hours.



Medical IT Support'

- These are some of the services that SS Dental IT support can offer you:
- IT Technical On-Site and Remote Support
- Network Infrastructure Installations and Support
- Cabling Works: Category 5e, Category 6, Multi-Mode Fibre Optics, Co-Axial
- PC/Laptop/Tablet Supply, Installation and Repair
- Cloud Solutions: Backups and Storage, Microsoft Azure/365, Emails, Firewalls, Hosting, Phone Systems
- Server Installation and Support
- Wireless Solutions, Installations and Support
- Telecommunications/Broadband Suppliers and Support
- Firewall Installation
- VoIP Installation and Support
- Microsoft Office 365 Setup and Support
- Email Support
- Backup Configuration and Support
- CCTV Systems
- Audio Visual Systems
- Maintenance Packages



Simply put the Ethos behind The SS Dental Online Shop is to provide a transparent and easy price and selection of parts to the end user.

- Free Delivery on orders over £50
- Online Shop open 24/7
- Account Discount Code:

Added Value to our customers

Specialist skills

All staff are fully trained, we have in the last 12 months completed or still undergoing the following training courses for members of the team: -

- PHE X-Ray Radiation protection supervisor.
- Business administration higher level.
- Equipment training
- Health and safety training
- First aid
- Sales training
- Management higher level

And why? Because we deliver Quality and this is only done when everyone is the best, we strive to deliver Quality in every avenue of contact with us.



Electronic records access to customers See what we see, share data!

The open portal access to the electronic records we hold, this gives you:-

- Call history.
- Job recorded information.
- Photographs and data uploaded from the engineer.
- Sales data
- Jobs booked and pending

This gives you full autonomy to see exactly what's happened, when it happened and more importantly who made it happen.

The screenshot displays the Fleetmatics WORK 'Dynamic Reports' interface. At the top, a green navigation bar contains icons for Dashboard, Reports, Clients, Quotes, Jobs, Scheduler, Accounts, and Settings. The main content area features a 'Dynamic Reports' title with a 'Back' button and 'Delete', 'Save', and 'Generate Report' buttons. Below the title, there are input fields for 'Report Name' (Cassid) and 'Report Category' (Jobs). The 'Fields' section includes two rows with 'Field name' and 'Value' (none) and expand/collapse icons. The 'Filters' section has a 'Field name' and 'Added by Type' dropdown set to 'Equal'. The 'Sorting' section has a 'Field name' dropdown set to 'Client Name' and a 'Sorting' dropdown set to 'Ascending'.



All Field based Staff are tracked via the vehicle and / or the phone, we know where they are so we can tell you where they are!

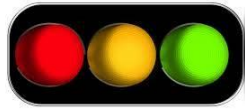
Onsite equipment training



We deliver bespoke onsite training for all equipment we cover, from compressors to X-rays, we have a wealth of knowledge and deliver training in a way that it's fun and free spirited. A competition is normally held for the staff involved and this brings a little excitement to our sessions.

We drive the data into the learning element by practical and paper based elements, and of course we can issue certification to suit.

Traffic light reporting



Giving you the customer a helping hand to priorities your callouts, many of our customers have found they can block together two or three tasks and then have them done whilst were there to fulfil a red task. We can supply a call report sheet and even upload it to the site file on the 'portal' for you to re print whenever you like! Getting the staff who report calls this way saves time and money! Always!



A red call out is a call that involves the equipment covered by this agreement not being in use due to fault, error, damage or failure of either a single or multiple functions which stops the end user from being able to complete his/her duties involving this equipment.



Amber is defined as a failure of the equipment covered by this agreement not being in use due to fault, error, damage or failure of either a single or multiple functions that hinder the end user in his/her duties but still allow them to use the equipment in a safe manner although limited in function.



Green status is classified as cosmetic, i.e. non-functional parts that cause no inconvenience to the customer in the use of the equipment for completion of his/her duties yet would require attention to prevent escalation into the amber/red groups.

Fault Report Forms

We supply forms to be completed for customers to fill in and affix to the faulty item, this can be filled in by anyone! This gives our field guys the information to get started on the task fast and efficiently as possible, saving you time and money plus keeping you in profit.

You can fix this with a bit of blue-tac to anything from a dental chair to a toilet. And remember were on our way!

EQUIPMENT REPORT



DATE.....

Name:	User:	
Position:-	This Equipment has been cleaned as required Prior to our engineers repair? <input type="checkbox"/>	
REQUESTED VISIT DETAILS		
Problem Experienced:		
Equipment Status:- Red / Amber / Green	Equipment Type:	Make:
Location:	Model:	
SERVICE DETAILS		
PRE VISIT CHECKS:		
DESCRIPTION OF PROBLEM		
Date and time Call placed. DATE:- Reported via:- Email / telephone 0844 / mobile /		Visiting <u>engineers</u> status report. Parts needed / parts fitted / advice given / unit <u>unrepairable</u> . Comments:-
Defects found on inspection:-		
Equipment Tested:- Yes / No		
Start of Visit:		End of Visit:
Position:		Comments:

Please fill in as much info as you can, and please leave an out of hours contact number for the engineer.

Once complete, please affix to the equipment that needs repair.
We are on our way!

If you're busy and picking up the phone is difficult, we offer 'online' booking for everyone! You just pop over to our website and log your details! It's so easy and you can even have us send you a copy! But we upload your report to the site details on the portal anyway so you can go and see what's going on.

So how do you get in touch with us?

Phone us on **0800 020 9100**

Email us on Office@ssdgroup.co.uk

Web site contact www.SSDGroup.co.uk

OR VISIT US :-

**Unit 11, Forrester's Business Park Estover Close,
Plymouth PL6 7PL**

