

Alarm.com Success Stories





COLUMBIA CENTER

FOR IMPLANTS & PERIODONTICS

Periodontics, a dental specialty that focuses on treating gum disease and other issues involving the supporting structure of teeth, has always been a tech-heavy field. The Columbia Center for Implants and Periodontics in Columbia, MD has taken it one step further.

"In terms of advanced technology, whatever's out there, we have it," says Dr. Sanju Jose, one of the four partners who owns and operates the Columbia Center. "We're probably one of the few practices that have all of those technologies coming together."

But it takes more than technology to build a thriving practice like the Columbia Center. Jose credits much of its success—with 800-900% growth over the past five years—to an unwavering focus on the needs of patients.

"It's from when you walk in, from the receptionist greeting you, to the dental assistant who's taking care of you, to the doctors providing first-class treatment," says Jose, speaking of his practice's attention to every aspect of the patient experience.

To accommodate this exponential growth, Jose and his partners have recently opened a new, state-of-the-art facility.



DR. SANJU JOSE,
PARTNER, COLUMBIA CENTER FOR IMPLANTS & PERIODONTICS



PROBLEM

Jose and his partners wanted their newest location to provide patients with the best research-based treatments using the latest technology, in an environment where they would feel safe and comfortable. To do this, they invested heavily in cutting-edge equipment, including purchasing the first dental robot in the state of Maryland. When it came time to consider a security system, protecting this investment was high on their list of priorities.

But protecting all that equipment and keeping everyone safe was more complicated than simply mounting video cameras and installing intrusion detection. With 20 employees and as many as 100 patients per day, there are a lot of people coming and going at the new 4,500-square-foot facility. Add to that the complexity of multiple operatories, office space, an educational center, a patient waiting room, and a consultation room, and managing access becomes even more daunting.

The partners at the Columbia Center knew they would need a way to keep track of who was going where, while still making it easy for everyone to get where they needed to be.

"As a busy practice, there's a lot of movement. There are patients that are moving around, employees that are moving around," says Jose. "Security matters. We want to protect ourselves; we want to protect our patients."

Lobby Entrance was unlocked by Keyla
at 8:52 am.

SOLUTION

Dr. Jose already had an Alarm.com system in his home, so when it came time to secure the practice's new location, he knew where to turn.

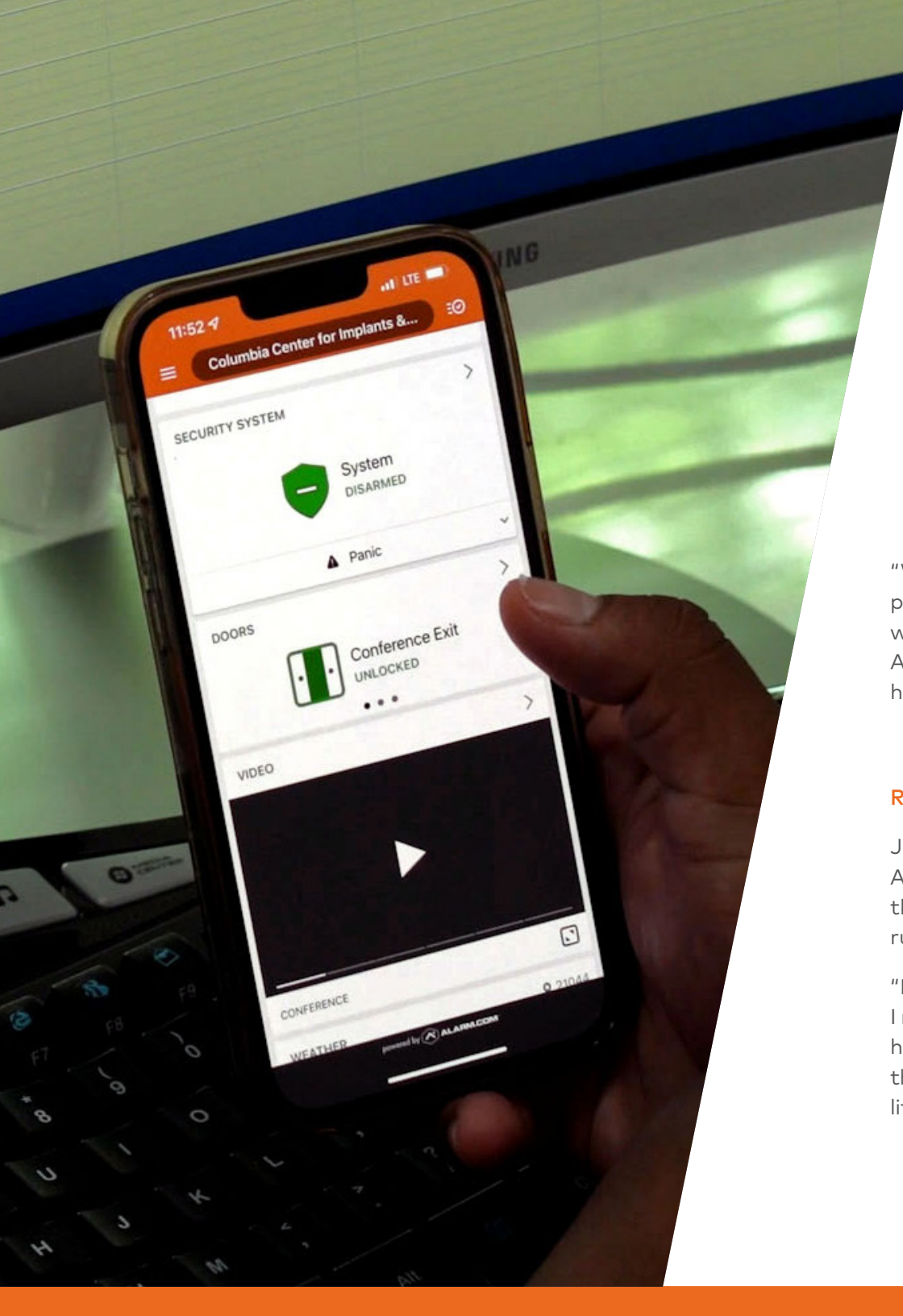
"When I thought about the new location and securing that location, the natural move was to reach out to Alarm.com again," says Jose. "If I want to secure my business, I want to work with the best."

Columbia Center's new Alarm.com for Business system ended up being everything Jose was looking for, and more. With an integrated mobile app and web dashboard, the partners can quickly and easily change access codes, review video clips, and respond to notifications from anywhere. And with Mobile Credentials, Jose can enter the building simply by using his cell phone.

"The access system we have with Alarm.com just makes things very easy to use. It's nice that I can use my cell phone to be able to come into the building. It's nice that we can set up individual user rights, that's very customizable. It's nice that we can set up a time that the doors automatically unlock and lock," says Jose. "Having all this technology, we didn't want five different ways to control it. It's nice that it all comes together."

Not only is the system more streamlined, but thanks to Video Analytics and crisp, 1080p HD video from Alarm.com's Pro Series cameras, Jose and his partners can easily keep tabs on what's going on around their practice, whether they're there or not.





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"We have multiple locations. It's nice that I can not be physically present and still be able to check in on the location and see exactly what's happening," says Jose. "With the video analytics as part of Alarm.com, it's nice to have highlights that we can review instead of having to look at 12 hours of feedback."

RESULTS

Jose and his colleagues are satisfied with each component of their Alarm.com system, but what has really impressed them is the way that these parts are integrated into a unified system that makes running their practice easier.

"My day is not just seeing patients, that's just a small part of it. I manage employees, I have to manage where the vision is, where we're headed. I do have to wear multiple hats," says Jose. "It's nice to have all those things be automated. It does take a lot of time off. It makes my life easier."



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