

"Our IT went from a nightmare to a delight, overnight!"
- Joseph Lentine Sr.,
DENCAP Founder and
President



Solution Benefits

- **Work from anywhere, with any device connected to the internet**
- **24/7/365 technical support**
- **Proactive system monitoring and management**
- **Proactive patch management of all desktops and servers**
- **Anti-Virus / Anti-Malware with 0 day update**
- **Next Generation Unified Thread Management (UTM)**
- **Data Backup and Recovery with 4 hour RPO and 6 months data retention**
- **All company data resides in Tier III U.S. based data centers**

CloudSAFE Success Story

CloudSAFE ITaaS Provides Predictable Support that Passed Expectations

THE PROBLEM

DENCAP Dental Plans had a peer-to-peer networking environment consisting of 25 outdated desktops with no centralized storage, management, comprehensive data protection or network security. Their annual operations budget would not afford them the luxury to hire a full-time IT Manager, and they did not have the capital budget for a traditional IT refresh. As a result, DENCAP suffered from multiple issues affecting employee productivity, business growth, and customer service.

"Sometimes, it got so bad that our business operations were interrupted for an entire day or more", said Joseph Lentine Sr., DENCAP's founder and president. DENCAP turned to UltraLevel for help.

THE SOLUTION

DENCAP used CloudSAFE IT as a Service which gave them access to a predictable pay-for-use virtual enterprise IT infrastructure with advanced technology, streamlined application availability, centralized IT management, comprehensive data protection, and more - all without the capital expense of purchasing expensive servers, storage and desktops. The predictable CloudSAFE IT service model allowed DENCAP to invest in an updated LOB Application it needed to expand their business, improve efficiency and increase customer satisfaction. DENCAP employees are now able to work remotely with secure access to 100% of the company's data, applications, and assets.

"CloudSAFE IT really saved our business. I'm not sure what else we could have done at that time with the budget we had", said Lentine Sr. "CloudSAFE IT surpassed our expectations at a price within budget and in a monthly expense model that matches DENCAP's revenue model."

"I love the predictable monthly expense model. It makes it so easy for me to budget dollars when I don't have that question mark expense looming over my head."



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CloudSAFE Success Story

Advancements and Enhancements

CloudSAFE ITaaS has kept DENCAP up-to-date as they have continuously adapted and implemented new technology, features and functions to deliver agility, reliability and performance to the end users.

With the flexibility offered by CloudSAFE ITaaS, DENCAP is not confined to a box or straddled with IT capital expenses or debt. This flexibility allowed DENCAP to quickly expand when they were awarded a very large contract that required them to nearly double their staff within 60 days.

“All I had to do was to contact CloudSAFE and advise them of our business expansion plans, and as we brought on new staff members, CloudSAFE ‘turned on’ the user accounts – it was very easy for me, and allowed me to focus all my energy on my business – not the technology”, said Lentine.

About DENCAP Dental Plans

DENCAP Dental Plans was founded in 1984 with the mission to provide high quality, affordable dental coverage to individuals and employer groups. One of the first State-licensed DHMO's in Michigan, DENCAP Dental Plans prides itself on accessible and proficient customer service. They provide simple, customizable, and quality dental plans for Individuals, small and medium companies, public entities and large companies. They strive for their clients to have a 'Healthy Smile'! Learn more at www.dencap.net



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