



Alpha NetSolutions, Inc.
A Full Service IT Provider



DPG[®]
DENTAL PURCHASING GROUP

PracticeCareSM Managed IT Services

Outsourced IT Services for your Dental Practice

AlphaNet is partnering with DPG to offer an outstanding support plan for dental practices.

Unlike other computer consultants who profit from the failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and loss of production. In fact, our PracticeCare agreement does not allow us to profit from your technology troubles in any way. It lets your staff focus on keeping you chairside, while we manage your network.

This program is ideal for dentists who:

- Need to have their computer network, practice management software, and Internet access up and running 24/7/365 without problems.
- Value the security of their data, and want to do everything possible to prevent loss, corruption, or theft.
- Want to maximize the speed, availability, and performance of their network.
- Hate dealing with--or thinking about--computer problems and other complexities of operating a computer network.
- Don't have the time or staff to deal with computer network maintenance.

What's Included

- **Prevention** – using our technology, we will monitor your systems to watch for early warning signs of oncoming issues. We will keep your systems patched for software stability and security. We provide you with our Anti-Virus software and Anti-Malware software. If you don't have a great firewall, we'll provide one as part of our support plan. And if you don't have a great backup solution, we'll provide one of those as well.
- **All-you-can-eat Helpdesk & Remote Support**– our helpdesk is available from 8am to 6pm every day, to answer your IT questions and help resolve your IT problems. After hours, you have access to our on-call engineer for any critical issue.
- **All-you-can-eat Onsite Support** – if our helpdesk determines an onsite visit is needed to resolve an issue, we'll dispatch a technician or engineer onsite to resolve your issues.
- **Vendor Concierge** – we will help you manage your relationship with your other IT vendors, like Dentrax, Eaglesoft, Dexis, Verizon, Charter and Comcast.
- **HIPAA & Privacy Law Compliance** – we will help you achieve and stay compliant with HIPAA and Massachusetts 201 CMR 17 (Privacy Law).
- **Projects** – we will provide a fixed price installation fee for any projects you need to do to change or update your network.



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web: <http://www.alphanetsolutions.com>
email: dpg@alphanetsolutions.com
phone: 508-471-3155

Are you just like these clients who are currently on the program?



“When our practice was at a crossroads regarding hardware and software applications in our dental practice, a colleague recommended that we contact Alpha NetSolutions. We have been extremely happy with their performance. They took the time to understand our needs as a dental practice, and took the time to review our needs for our operatories when we expanded our network into the treatment area.

“They were right there when we added Dexis (dental radiography) and fully understood the technology. When we upgraded our server, the migration went flawlessly, and the new server has been rock solid. They installed a new backup, and now we never have to worry about changing backup tapes again.

“When we had a recent technology problem, they had the patience to come on site until we could show them the problem as it occurred in our office, and then worked with the software vendor to resolve it. They always take our phone calls, too. It's nice to have an IT company who will take the responsibility for our network, and let us concentrate on treating patients.”

-- Sarah A. Finne, D.M.D.






“Alpha NetSolutions has maintained my office computer network for twenty years. Their engineers respond quickly to our calls and are instrumental in keeping my network updated and secure. They answer my questions; they are knowledgeable, practical and trustworthy. Over the years, Alpha NetSolutions had made it possible for me to confidently integrate several advanced dental technologies into my network. I would recommend ANS to any clinician looking for expert help in securing, expanding and maintaining their computer network.”

-- Marcia L. Valente, DMD

Our Special Pricing for DPG Members!

Here are some sample items from our support plan, with both our retail and DPG pricing. Our default support plan is charged based on the number of servers and workstations you have in your office.

<p>Support for on-premise server – Retail Price - \$200/server/mo</p>  <div data-bbox="321 1434 578 1570" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DPG Member Price - \$120/server/mo</p> </div>	<p>Support for a computer or laptop – Retail Price - \$95/PC/mo</p>  <div data-bbox="893 1434 1123 1570" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DPG Member Price - \$45/PC/mo</p> </div>
<p>Optional Backup Appliance – Retail Price - \$215/mo</p>  <div data-bbox="321 1675 578 1780" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DPG Member Price - \$170/mo</p> </div>	<p>Optional Security Appliance – Retail Price - \$50/mo</p>  <div data-bbox="893 1675 1149 1780" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>DPG Member Price - \$40/mo</p> </div>



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