



First Pacific and Atmosera create scalable Windows Virtual Desktop (WVD)

AT-A-GLANCE



CLIENT

First Pacific Corporation is the leading provider of financial and practice management solutions for dental practices across North America.



SOLUTION

Architect, deploy, and manage Azure and WVD for HIPAA-compliant Azure-hosted VDI solution providing thin-client access and integration to diagnostic hardware for dental offices using the OpenDental Practice Management System (PMS).



CHALLENGES

First Pacific Corporation's Dental office customers traditionally use on-prem, server closet infrastructure located within a dental office. This solution is antiquated, more challenging to maintain, and not core to dental office operations.



OUTCOME

First Pacific has three standardized sizes of Azure + Windows Virtual Desktop infrastructure solutions to provide the OpenDental application to their customers depending on the size of the dental office. The solution is easier to maintain, more flexible and scalable than an on-prem solution, and brings the dental office into the more secure, economical Azure-based paradigm.

ENABLING RELIABLE AND SECURE SOFTWARE ACCESS

As North America's leading provider of financial and practice management solutions for dental practices, First Pacific Corporation needed the peace of mind that its significant number of dental office customers could access its software hassle-free at all times – while alleviating the issues from a traditional, on-prem application infrastructure solution.

First Pacific recognized Atmosera, an Azure Expert Managed Services Provider (MSP) and top Microsoft partner for Windows Virtual Desktop (WVD) services, as a trustworthy partner for its digital transformation journey. First Pacific approached Atmosera with the concept of architecting and having the ability to deploy three different sizes of Azure + WVD environments depending on the size and type of dental office customer. This way, First Pacific could provide a secure, HIPAA-compliant, and scalable Azure + WVD solution to its customers; contact Atmosera; and Atmosera would provision one of the three sizes of Azure/WVD environments as requested by First Pacific.

"The WVD on Azure solution is a game changer for a foundational digital transformation of dental offices and we're excited about how well it performs."

– Steve Knipple, Vice President of Technology,
First Pacific Corporation

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"Atmosera has been a great partner to work with throughout this process."

– Steve Knipple, Vice President of Technology,
First Pacific Corporation

WINDOWS VIRTUAL DESKTOP IN AZURE

Atmosera worked with First Pacific to clearly delineate the Azure environments, WVD architectures, and deployment plans complete with timelines, resource assignments, and milestones. Atmosera architected three separate environment sizes to best scale to the needs of the various types of dental offices served by First Pacific. Deployment and operating documentation, with all relevant details of the Azure and WVD environments, were created – encompassing 24x7x365 runbooks and standard operating procedures to ensure the solution requested by First Pacific could be deployed easily and operated as intended. Automation was used to minimize the Azure expense and optimize run-time performance and utilization only while the dental offices were using the application. This provided the benefit of fine-tuning and optimizing the solution to fit First Pacific's and its customers' needs.

First Pacific's Azure + Windows Virtual Desktop infrastructure solution is easier to maintain, more flexible and scalable than an on-prem solution, and brings the dental office into the more secure, economical Azure cloud.



ABOUT FIRST PACIFIC

Founded in 1961, First Pacific Corporation is a recognized leader in the Dental Services Industry, providing financial and practice management solutions to dental practices for over 50 years.

First Pacific Corporation's dental industry experience and expertise in patient billing, insurance claims management, and dental practice consulting, enables their dental clients to focus on providing high quality services to their patients and growing their practice.