



Complete Technology Solutions

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To Whom It May Concern,

Our company has been working alongside ABELDent Inc. for nearly a decade in dental offices throughout Ontario. More recently, they helped bridge the gap between our front-line IT technicians and the software side of our industry to great effect.

Technically, ABELDent is founded on outstanding infrastructure.

Using a back-end system of SQL is time tested, efficient and easy to backup. Where we have encountered instances of emergency restore procedures, ABELDent is straightforward and manageable. The bridges inside the software that link to imaging, claim submission and other platforms are trustworthy and effective. Another significant feature of ABELDent's software is inside its install process; when the program is installed to a server, it drops a client install in a "\bin" folder - meaning, if your office were to lose its ABELDent install media, there is an install package always waiting on the server, just in case.

ABELDent has outstanding customer support technicians who understand the product but more importantly, they understand what makes a dental office run smoothly.

They're invested in making long-lasting products that help their customers work better. The technicians we've worked with over the last few years have been gracious, knowledgeable and patient, even during times of crisis. Most often, a single call to ABELDent resolves any issues we encounter in offices we have the opportunity to work in.

In truth, ABELDent is our preferred partner for Practice Management software. They are a competent, modern company with a product designed to help, not hinder.

Bill Dungey,
IT Manager, CTSIT