Ntiva
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SCALING DENTAL IT THE SMART WAY:

How Ntiva Helped One Dental Practice Scale Without Breaking What Made Them Great
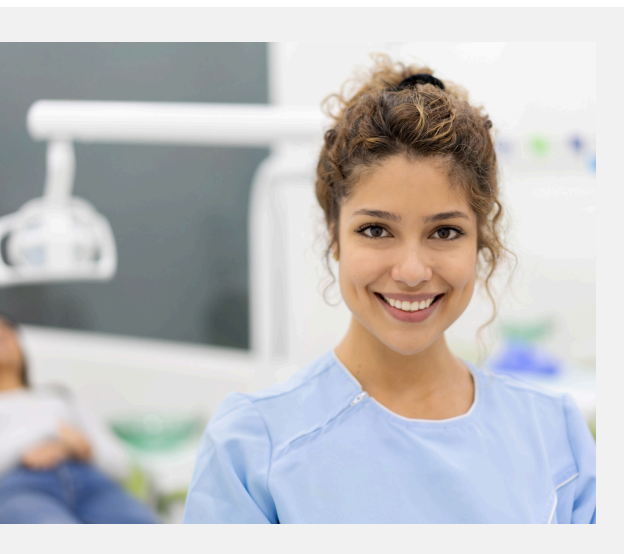
"We Needed to Grow; Our IT Couldn't Keep Up"

Tara Ayers didn't plan to become the de facto IT strategist for a growing dental practice. But after nearly 30 years with Weaver, Reckner, and Reinhart Dental Associates, she knows what happens when your technology can't keep up with your growth.

"We started with one computer," she says. "Now we have over 80 employees across two locations, and IT touches everything we do."

That kind of transformation doesn't happen without growing pains. And at a certain point, relying on a local tech and piecing things together as needed simply wasn't enough anymore.

> "We really leaned on their dental knowledge base. They understood how big our files were, how fast dental software evolves, and what it takes to keep a multi-location practice operating without drama."
>
> *Tara Ayers, Practice Administrator, Weaver, Reckner & Reinhart Dental Associates*

The Breaking Point

The shift didn't happen overnight. But Tara remembers when it became clear something had to change.

"Once we opened our second location, it was constant friction. The systems didn't talk to each other. Imaging files were too big. Everything was slower, harder, and less reliable. And when something broke, we had to re-explain our whole setup to whoever picked up the phone."

They didn't just need IT help. They needed a partner who could think ahead, someone who understood the pace of modern dental care and the pressure to keep things running without disruption.

Enter Ntiva: A Real Partner, Not Just Tech Support

When the team first connected with Ntiva (via MBS and later Purple Guys), things started to shift.

"We really leaned on their dental knowledge base," Tara says. "They understood how big our files were, how fast dental software evolves, and what it takes to keep a multi-location practice operating without drama."

Ntiva wasn't just fixing what broke. They were helping the practice plan for the future, building infrastructure that could support patient care today and expansion tomorrow.

How Ntiva Supports the Practice Day-to-Day

At Weaver, Reckner, and Reinhart Dental Associates, no two days are the same. The technology behind the scenes has to keep up.

When a workstation hiccups in the middle of a patient visit, Tara doesn't panic. Ntiva already knows the setup and gets it sorted.

When they bring on a new team member, Ntiva handles the access, security, and setup without missing a beat. And when the team expanded into a newly renovated space, Ntiva was right there, coordinating with their local wiring partner to get Wi-Fi tuned and ready before the first patient walked in.

"We talk to someone from Ntiva almost every day," Tara says. "Sometimes it's a quick fix, sometimes it's part of something bigger. Either way, we're not chasing people down. They're already thinking about what's next."

This isn't just IT support. It's part of the rhythm of the practice.

Built for Dentistry. Aligned with the Team.

There's a reason this works, and it goes beyond technical know-how. "We've always been a practice with a family feel," Tara says. "We wanted a tech partner who worked the same way: responsive, thoughtful, and proactive. That's what we found in Ntiva."

Ntiva gets what it means to run a high-volume dental office. They understand how a slow image file can throw off an entire schedule, or how a system glitch can derail front-desk communication during the busiest part of the day.

They're not just familiar with the software; they know the stakes. And that shared understanding has built the kind of trust that lets Tara stop worrying about IT...and start thinking a few steps ahead.

The Payoff: Tangible Results for a High-Growth Practice

Here's what happens when the right IT partner is built into your growth plan from the start:

Infrastructure That Keeps Up with Growth: From cloud servers to smarter Wi-Fi design, Ntiva built an IT foundation that can scale without disruption.

Less Downtime, More Confidence: Issues are resolved fast and often prevented altogether, thanks to Ntiva's familiarity with the environment and proactive approach.

Built for Dentistry: From large x-ray image files to the nuances of dental practice management software, Ntiva knows what this team needs and how to make it work.

Strategic Partnership, Not Just Support: Weaver, Reckner & Reinhart doesn't see Ntiva as an outside vendor. "They're our IT team," Tara says. "And they've been key to how we've grown."

"What's Next" Doesn't Feel So Scary Anymore

Whether it's adopting new patient tools, facing rising cybersecurity demands, or expanding again, Tara isn't worried. She knows the foundation is solid.

"We're not flying blind anymore. Ntiva gives us room to grow, with the confidence that our tech won't be what holds us back."

And that's the point. Technology shouldn't slow you down. With the right partner, it helps you move forward with clarity, calm, and momentum.

About Ntiva

Ntiva is a top 30 U.S. MSP helping dental practices stay ahead with proactive, growth-ready IT support. Since 2004, we've partnered with practices of all sizes to build reliable, secure tech foundations that support patient care, compliance, and expansion.