



# PLATINUM DENTAL CARE

## PROJECT INFORMATION

Customer: Platinum Dental Care

Project Summary:

High purity water solutions for a dental practice in Canary Wharf, dedicated to delivering exceptional care

## Products and Services:

### Description:

Thero 90 Pro and the BWT bestdemin cartridge for high purity water

## Case Study

# BWT and Platinum Dental Care

## High Purity Water for Dental Clinics

### The situation

For a state-of-the-art Dental Practice in Canary Wharf, it's imperative that its high standards are met - or exceeded at every touch point and opportunity. The team at Platinum Dental Care Practice do exactly this by providing the best customer experience and service. They run a busy practice, and sometimes nurses and staff have little time to worry about their distilled water system. However, when it stops functioning, it creates problems for the practice as key working hours are spent trying to resolve the issue.

To maintain their high standards, they obviously need high quality equipment; but in trying to keep the practice running efficiently, they have been wasting staff hours trying to fix problems that unfortunately seemed to have no permanent solution.

High Purity water was essential, and as such the practice needed a solution that could run efficiently and keep up with the demands of a busy practice.

Rishi Shah, the Director of Platinum Dental Care was keen to resolve this issue quickly. They needed a supplier that was willing to meet the high demands of the practice. BWT are a global water technology company with speciality solutions for most 'working water' applications. In the Northern European Dental Market BWT are well recognised by both manufacturers and Practices for their expertise, and the UK team are now offering these proven solutions in the UK.



Image taken from Platinum Dental Care website

### Key Benefits for the Customer

- Providing a flexible service
- Prompt response to client specific requirements
- Dedicated team to understand the needs of the customer

#### Quote:

"Since having our new BWT High Purity Water system installed, the staff are much happier with the efficiency and quality of the system. I would recommend this as the way forward. The best thing the nurses like is that, compared to the previous system from another supplier, the BWT filter needs changing less often. And when it does, the change-over is so easy, very little faff." - Rishi Shah, Director, Platinum Dental Care

**Title of Case Study:** BWT and Platinum Dental Care

#### Acknowledgements:

Thank you to Platinum Dental Care for providing feedback on BWT's service and products.

### The solution

BWT's Jamie Foster called on the practice in 2021 and met with Rishi to discuss the changing and diverse needs of the practice. Rishi went into detail and explained the practice's need for a High Purity System that would run efficiently so nurses and staff did not have to constantly monitor it and could continue with their 'day jobs' without being disturbed.

As the practice had not worked with BWT before, Jamie gave Platinum Dental all the necessary information they would need to make an informed decision. Armed with a good understanding of their issues, Jamie discussed various solutions that offered High Purity water with a high degree of flexibility and the reliability they could depend on.

Pleased with what he heard; Rishi gave Jamie the greenlight to proceed with a proposal. The BWT team, fully briefed, arranged a free onsite consultation with the practice and suggested the Thero 90 Pro and BWT bestdemin cartridge (package M). To prove the package would meet their needs, BWT gave a 3 months free trial during which the team at the practice could evaluate its performance and potential.

As well as releasing valuable staff time, the inline TDS monitor gives a live reading of water purity levels at the touch of a button. Simple to use and efficient enough to keep up with the demands of the practice, the Thero 90 Pro High Purity System was a huge success, freeing up staff time, reducing running costs and providing the necessary peace of mind, enabling the practice to focus on its patients and ensuring the staff felt a lot happier.