

# Smilen Dental Group Cuts Time Spent Ordering Supplies By 50% with Torch Dental



Learn how Cory, the Smilen Dental Group Office Manager, uses Torch to Radically Simplify Supply Ordering

## At a glance

Smilen Dental Group is a dental and orthodontic practice based in Wallingford, Connecticut. The practice is a multi-generational group with twenty staff members and eleven operatories. The Smilen Dental Group Team had difficulties with juggling multiple vendor relationships, spending too much time on ordering, and tracking down payments across 30 vendors. As a result, the team adopted Torch, which reduced time spent ordering by 50% monthly, eliminated payment headaches, and saved an average of 12% on supplies.

## CHALLENGES

Before using Torch, Smilen Dental Group ordered their supplies through legacy distributors and specialty products vendors, more than 30 in total. The Office Manager, Cory, spent hours monthly tracking and paying invoices individually across every vendor. This made bookkeeping a significant source of stress. Ashley (RDH) also regularly spent a lot of time and effort on price matching and placing orders to make sure supplies were available to cover their hectic schedule at the best prices, limiting her availability for clinical activities.



One-Stop Shopping



Centralized Invoice & Spend Management



Easily Searchable & Repeatable Ordering

## SOLUTIONS

Using Torch, the Smilen Dental Group team has reduced procurement sources from over 30 to one. Cory can now easily manage all invoices and payments through Torch instead of chasing down 30 different vendors. She said, "I feel at peace now because the team is not tied to a person" at each vendor for supply ordering. Additionally, Ashley has reduced time spent ordering by 50% because ordering is much more organized and easy to do through one location, thus enabling her to spend more time on clinical activities. The team has found that the time Torch has freed from supply ordering helped increase production. The team's favorite parts of using Torch are its ordering simplicity, one-stop-shop & pay capabilities, and overall savings on the same high quality products.

## KEY SUCCESSES



**30 TO 1**

30 Individual Vendors to One Centralized Ordering Platform



**50%**

Less Time Spent Per Year on Ordering & Payments



**12%**

All-in Annual Savings on Supplies

 **torch**  
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# Smilen Dental Uses Torch to Reduce Vendor Procurement Sources from Over 30 to 1

## BENEFITS



1

### Simplified Ordering and Payments

Ashley no longer has the headache of managing ordering from an extensive list of vendors because she can easily find products, feel confident about pricing, and place orders for all their supply needs in one place. And Cory noted that her life is simplified by having all invoices and payments in one centralized location.

2

### Improved Staff Productivity

Cory and Ashley have freed up hours by using Torch. Notably, Ashley has reduced time spent managing inventory and placing orders by 50%, allowing that time to be reallocated to seeing additional patients.

3

### Great Value & Consistent Savings

Cory says the Smilen Dental Group Team has consistently saved 12% or more annually on top of their already discounted prices while getting the same high quality authorized dental products.



"What we love about Torch is that we're saving money, and it's an easier purchasing process!"

**CORY**  
Office Manager



"I love that I can search, order, keep the cart going, and order when I need it!"

**ASHLEY**  
RDH



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