

Commack Hills Dental Values Expert Advice on Product Availability, Pricing and Intelligent Recommendations

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CHDG

COMMACK HILLS DENTAL GROUP

Read how Commack Hills Dental saves 26% on supply ordering and receives expert guidance on product procurement

At a glance

Dr. Biggiani and his partners run Commack Hills Dental, a practice with five doctors and ten operators. Dr. Biggiani and the team use Torch to centralize ordering, reduce vendor complexity for ordering and invoice payment, and save money on supplies. The team saves an average of 26% (over \$50,000) annually on supplies and loves the expert support they get from the Torch team. Torch partners with the Commack team via quick in-platform chat responses, strategic account reviews, and open communication to ensure the best procurement decisions are made and the team increases productivity across the board.

KEY SUCCESSES


26%

Annual Savings on Supplies


24

Intelligent Supply Recommendation and Promotions Accepted Annually


\$50,000+

Annual Cash Savings in 2022

CHALLENGES

Before using Torch, Carla (lead DA) was spending a lot of time on the phone every time she needed to order supplies through a vendor rep. Reps wouldn't always give an accurate description of products and whether they were on back-order or discontinued, so the team was often left scrambling to find the supplies they needed for daily procedures. Additionally, because they were communicating over phone, she didn't have full transparency into different product and pricing options.



Expert Advice & Product Recommendations



Centralized Payment Management



Backorder and Shipping Visibility

SOLUTIONS

With Torch, Carla can easily place and track orders from all her vendors in one centralized platform instead of spending a lot of time on the phone with reps. She can track budgets, receive product recommendations, and ensure the Commack team gets the best prices through Torch - saving an average of 26%. The Torch team works with her and Dr. Biggiani on product recommendations based on availability, preferences, pricing, shipping time and promotions that ensure the team is making the best decisions. The teams can easily communicate via several touch-points - expert support with in-platform chat (with a human product specialist) and strategic account management reviews (with a human procurement specialist). Carla said, "Torch has been so helpful! I know everything I need is going to be there."

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Commack Hills Dental Uses Torch to Save 26% Annually on Supply Ordering

BENEFITS



1

Simplified Ordering & Time Savings

Carla has reduced time spent tracking down invoices, calling vendor reps, negotiating prices, and dealing with backorder headaches significantly. She and the Commack team maximize Torch's intelligent recommendations and have taken advantage of 24 suggested product swaps and promotions in the last year.

2

Expert Support & Quality Products

Carla mentioned that her favorite part about Torch is the team. Expert support is always available to guide Carla toward alternatives for back-ordered or discontinued products through suggested recommendation functionality. Torch has saved the Commack team from rescheduling procedures because of missing products or back-ordered supplies.

3

Great Value & Consistent Savings

Dr. Biggiani and the Commack team save about 26% annually on top of their already discounted prices. This equated to over \$50,000 for the team throughout 2022. They love that they get the same high-quality authorized products they are used to at consistently better prices.



"I used to be on the phone with reps for half an hour at a time each and it would take days to get certain items. [Now], I know my products are going to be there the next day."

CARLA
Lead DA



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