

HOW DICKERMAN DENTAL PROSTHETICS SPOTTED AND SEIZED THE OPPORTUNITY TO CHANGE DURING THE PANDEMIC

Dickerman Dental Prosthetics is a multiple award-winning dental laboratory with more than 50 years of experience. Through the years they have embraced and utilized the latest advances in dental materials, techniques and technology, and have established themselves as a premier lab that is widely recognized for their full-service dental solutions.



“Change can be hard, but the team at Labnext were terrific at helping us transition to their cloud-based software. Labnext has changed the way we work for the better, offering unparalleled flexibility, tools and support, and enabling us to go beyond what we ever thought possible.”

Ira Dickerman, CDT
President - Dickerman Dental Prosthetics

THE CHALLENGE

The dental industry is changing rapidly and technology is the force behind the shifting landscape. To remain competitive, dental labs must strive to stay on the leading edge of dental technology. However, making big upgrades can be time-consuming, and change often comes with an intimidating learning curve. Even when a transition is successful, when you adopt a platform that has increased functionality, it can take a long time to get focused on what you want to get out of it.

THE SOLUTION

In the pursuit of quality, Dickerman Dental Prosthetics knew they wanted to unite their strength of craftsmanship with the power of technology. As the world shut down during the COVID-19 pandemic, Dickerman Dental Prosthetics saw a unique opportunity to undertake an initiative they had been considering for years: adopting a modern cloud-based management system.

With the support of the Labnext team, they worked closely with Terri and Edward to make the move. Although it was a big process, the transition was nearly seamless, it was relatively easy to train the team, and the benefits they realized immediately were huge. Now they have employees who can work remotely, because Labnext is a web-based platform. They can digitally handle incoming digital files, photographs, communicate with dentists, create work tickets, and even print those from away.

Year Myron J.
Dickerman, CDT opened
his dental laboratory:
1965

Generations of
Dickermans working in
the laboratory today:
3

Winner of the
“Dental Technician of
the Year” award:
5 times

While the pandemic disrupted many businesses, Dickerman Dental Prosthetics made the leap to modernizing and creating long-term resilience and growth. They have thoroughly positioned themselves to keep up with the rapid advancements of the dental industry.



WHAT COMES NEXT

Dickerman Dental Prosthetics is dedicated to excellence. They will continue to innovate through constant education, producing the absolute best products by using the most advanced systems available. Future plans include embracing even more of Labnext's functionality by adding case entry for dentist through DDX. Their goal is to decrease some of the inter lab-practice communications, based on information not being supplied.

Their team of highly skilled technicians, paired with their commitment to family and quality, mean they will be an experienced asset to dentists for years to come.