

SUCCESS STORY —

## DVD DENTAL

DVD Dental relies on Instel for the comprehensive management of its infrastructure through proactive monitoring and managed services.

The DVD logo, consisting of the letters 'DVD' in a bold, black, sans-serif font, with the tagline 'Pasión dental' in a smaller, black, sans-serif font below it, all enclosed in a white circular background.

**DVD**  
Pasión dental

## DVD Dental

DVD Dental is a leading company in the distribution of products and solutions for the dental sector, with over 40 years of experience in the market.

With an international presence, it offers a wide range of high-quality products for dental professionals.

Its team, composed of more than 110 employees, stands out for its commitment to innovation, excellence, and customer satisfaction in the field of dental health.



## The challenge    Advanced managed services and infrastructure modernization

DVD Dental faced the need to improve control and visibility of its technological infrastructure at its locations in Sant Boi de Llobregat (Spain) and Lisbon (Portugal). Despite having a functional corporate network system, the lack of proactive monitoring made it difficult to identify incidents early and increased response times to issues.

The network and security infrastructure needed to be modernized to support the company's growth and provide stronger protection against cyber threats. Additionally, an advanced backup solution was required to ensure the availability of critical data and business continuity in the event of any contingency.

In this context, DVD Dental needed an infrastructure that would guarantee scalable performance, enhanced security, and efficient incident management.

*"We chose Instel for their previous experience with us and technical expertise. We value their close attention, constant availability, and the simplicity of having all our services with a single provider. Instel has always exceeded our expectations with their professional approach and problem-solving capabilities."*

**Lluís Barros, Head of Infrastructure at DVD Dental**

## The solution

### Optimization of technological infrastructure and proactive control

Instel, as a trusted technology partner, addressed the following key needs of DVD Dental through a comprehensive approach:

- **Proactive network equipment monitoring:** Implementation of an advanced real-time monitoring system that oversees the entire network infrastructure. The integration of monitoring tools provides complete visibility into the status of equipment, enabling early detection of issues before they affect operations. Additionally, detailed reports and automatic alerts are provided for a quick and effective response.
- **Outsourcing of services:** Managed services were implemented, replacing internal tasks with continuous support from Instel's technical team. This allows DVD Dental to maintain uninterrupted operations while optimizing the management of their technological infrastructure and focusing on their core business.
- **Network electronics renewal:** Network infrastructure modernization by replacing outdated equipment with state-of-the-art Ruckus technology. These new devices enhance performance, switching capacity, and scalability, enabling DVD Dental to meet the demands of its expansion without compromising performance.

## The solution

### Optimization of technological infrastructure and proactive control

- **Improvement and simplification of network infrastructure:** Optimization of DVD Dental's network, enhancing the connection to SAP France and simplifying its structure. This has resulted in improved performance of user connections to their systems, ensuring greater speed and stability.
- **Security reinforcement with Next-Generation Firewalls (NGFW):** To ensure protection against cyber threats, Instel implemented next-generation firewalls from Palo Alto Networks. This has not only strengthened security but also improved connectivity between locations, providing advanced DDoS protection tools and efficient management of VPN connections. Currently, the implementation of a Palo Alto firewall is underway in Lisbon, with future connectivity to SAP France.
- **Cloud Backup for business continuity:** A robust cloud backup solution was implemented using Synology C2 Storage. This system enables local backups to be made and replicated in the cloud, ensuring data availability and recovery in the event of any disaster, providing DVD Dental with a scalable and reliable solution for business continuity.

*"Thanks to Instel's monitoring, we have real-time visibility of our equipment and connections. We can now detect any anomalies before they turn into major issues. This gives us a great advantage and allows us to act proactively, resulting in less downtime and a more productive team."*

Lluís Barros, Head of Infrastructure at DVD Dental

## Benefits

- **Comprehensive management and proactive monitoring:** By trusting Instel for monitoring and support, DVD Dental gains an integrated solution that reduces the workload of the internal IT team. This ensures complete control over the infrastructure, allowing for early problem detection and proactive management to maintain optimal performance.
- **Performance improvement and operational efficiency:** The modernization of equipment has increased the network's capacity and scalability, eliminating bottlenecks and optimizing the infrastructure.
- **Network security reinforcement:** Next-generation firewalls protect the infrastructure, improve connectivity between locations, and strengthen security against external threats.
- **Efficient incident management and reduced response times:** Through the Instel Customer Portal, Instel's ticketing tool, and real-time monitoring, incidents are managed more swiftly, reducing resolution times and improving the IT team's responsiveness.
- **Peace of mind and business continuity:** The cloud backup system has provided DVD Dental with the assurance that their data is protected, ensuring business continuity even in the event of hardware failures or disasters.



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