

Scaling Smarter with Cloud-Based Imaging

How Dental Depot reduced claims denials, cut overtime, and built a platform for growth with SOTA Cloud



Dr. Raj Patel

Partner / Owner, Dental Depot

AT A GLANCE

**Dental
Depot**

Multi-location
DSO

Dallas, TX

Integrated with
Pearl Second
Opinion

Family-owned
since 2003

The Challenge

As Dental Depot expanded, their imaging software couldn't keep up:



Poor image
quality disrupted
diagnostics



Complex, non-
intuitive systems
frustrated staff
and slowed
processes



Frequent
downtime
affected
operations and
patient care



Remote access
required VPN
connections,
making centralized
billing and RCM
inefficient



"Logistically, this was not going to be our future."

Dr. Himesh Kana, Partner/Owner, Dental Depot

The Approach

Dental Depot switched to SOTA Cloud — a fully cloud-based dental imaging platform. One system replaced the patchwork, eliminated VPN dependency, and gave clinical and administrative teams a faster, more reliable foundation.

The Results



Less than 1% claim rejection rate across 40,000+ submitted claims in 2024

The highest claims volume Dental Depot has ever processed — at their lowest rejection rate to date. Faster approvals and fewer disputes saved significant time and improved cash flow.



Reduced overtime and payroll costs

Eliminating inefficiencies cut overtime, freeing clinicians to diagnose faster and spend more time with patients.



Better image quality, better patient conversations

High-quality images and seamless X-ray and intraoral camera integration into one template improved case presentation and treatment discussions.



Faster team adoption

SOTA Cloud's intuitive design minimized training time and improved staff satisfaction across every location.



Adding AI: Pearl Second Opinion

Dental Depot embedded Pearl Second Opinion directly into SOTA Cloud — giving clinicians a real-time second set of eyes on every image.



"Turning on the AI has been instrumental. It instills behaviors in our clinicians that create better outcomes for our patients."

Dr. Himesh Kana, Partner/Owner, Dental Depot

The Takeaway

Dental Depot went through four imaging platforms in eight years before finding SOTA Cloud. The difference was immediate — and measurable.

"SOTA Cloud solved our problems. It made our operations easier, more efficient, and better for both patients and staff."



Dr. Himesh Kana,
Partner/Owner, Dental Depot