

# From System Lockups to Seamless Imaging Across 50+ Locations

How West Coast Dental replaced a failing imaging system with a scalable, cloud-based platform across 50+ locations



**Lionel Vary**  
CIO, West Coast Dental

## AT A GLANCE

**West Coast  
Dental**

**50+**

Locations in  
California

**20+**

Years serving  
patients

General dentistry,  
orthodontics,  
endodontics,  
periodontics

## The Challenge

After adopting a new PMS in 2022, West Coast Dental needed a reliable imaging solution. What they had wasn't working:



Poor image quality that declined instead of improved after implementation



Frequent system lockups at larger offices running 20 to 30 computers per location



No cloud capabilities and licensing limitations that couldn't scale



Remote teams in RCM couldn't access images without logging into servers and transferring large data sets



*"We often ran into issues where the system locked up and nothing would work in imaging. This happened at an alarming rate, particularly at larger offices."*

Lionel Vary, CIO, West Coast Dental

## The Approach

West Coast Dental switched to SOTA Cloud — compatible with their existing sensors and infrastructure, requiring no hardware replacement. Image quality, load times, and ease of use improved immediately across locations.



*"We saw what SOTA could do using our existing sensors and infrastructure, so we signed up and began rolling it out across our locations."*

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## The Results



Improved image quality and system reliability across all locations



Remote teams in RCM can now view images directly from the cloud — no server logins, no data transfers



Reduced computer and server footprint across offices



Modern interface adopted quickly by both new and tenured clinicians

## The Takeaway

SOTA Cloud gave West Coast Dental a scalable platform that fit the infrastructure they already had — and delivered the performance their previous solution never could.

*"We were able to reduce the computer and server footprint in our offices. IT is happy, RCM is happy."*



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