

Clove Dental embarks on a transformation journey to continue spreading smiles

Nov 19, 2021



Author: Palash Agnihotri, Director- MCT India Infotech Pvt. Ltd.

Clove Dental is a popular brand with one of the largest network of dental clinics in India. Since its inception in 2011, Clove dental has expanded its presence with 350+ clinics, treating over 40,000 patients every month, and has conducted more than 15 lakh treatments in the last ten years. To be the preferred dental care provider across neighbourhoods in India, Clove Dental leverages state-of-the-art dental equipment and technology, to offer a comprehensive set of oral healthcare services and ensure superior customer service.

Given the expanding scale of its operations, Clove Dental turned to leverage technology to provide:

- A 360-degree view of all their assets and equipment.
- Create a centralized document repository and ticketing system to manage operations at a central level. For example, track and manage lease and asset management contract renewals, facilitate utility bill payments and provide each clinic a repository to upload and manage all their documents.

Clove Dental chose MCT India Infotech as the implementation partner given its deep expertise in Asset Management and its services. MCT India Infotech has been providing integrated solutions for Asset intensive companies and industries to help them overcome maintenance challenges.

“Clove Dental has been at the forefront of adopting technology since its inception. We started our journey from creating an IT infrastructure blueprint to developing our own next-gen Electronic Medical Record Management System. Given our extensive presence across India, it’s important to create a robust IT Landscape” said **Vikas Sood, Chief Information Officer at Clove Dental**. “We worked closely with MCT India Infotech and leveraged IBM’s Maximo Asset Management Solution for creating our Clinic Infrastructure Management System. This system enables us to map comprehensive information related to all our clinics and provides a centralised repository for easier access, tracking and use in ongoing maintenance. Thanks to the system we have been able to manage our assets and operations effectively and efficiently enabling the staff to focus on providing an excellent customer experience.”

“We are proud to have been associated with Clove Dental in their transformation journey. Considering the scale of operations and its criticality to our client’s business, we decided to create a stable, trusted platform using an enterprise-grade solution. We chose IBM’s Maximo Application Suite to create an integrated system which connects all the clinics across India and acts as a complete centralized repository for Clove Dental” said **Sachin Gupta, Partner MCT India Infotech**. “With IBM Maximo Asset Management, we were able to streamline, customize and integrate individual systems across clinics to provide centralized insights on all for better asset and operations planning and control. In addition, we integrated the system with SAP to manage finances and

billings across clinics.”

IBM Maximo Application Suite is a single, integrated cloud-based platform that uses AI, IoT and analytics to optimize performance, extend asset lifecycles and reduce operational downtime and costs. Earlier this year, IBM was recognized as a leader in IDC’s worldwide SaaS and cloud-enabled asset-intensive EAM applications. The report highlighted IBM’s ability to support, strengthen and evolve the Maximo application.

Blog Categories

[Sustainability](#)