Here is the standard order of events for a typical database conversion:

1. Gather information and schedule initial database conversion
2. Start initial database conversion
3. Customer reviews the converted data and signs off on the results
4. Schedule final database conversion
5. Start final database conversion
6. Start the data mapping process (if necessary)
7. Converted data is uploaded to XVWeb
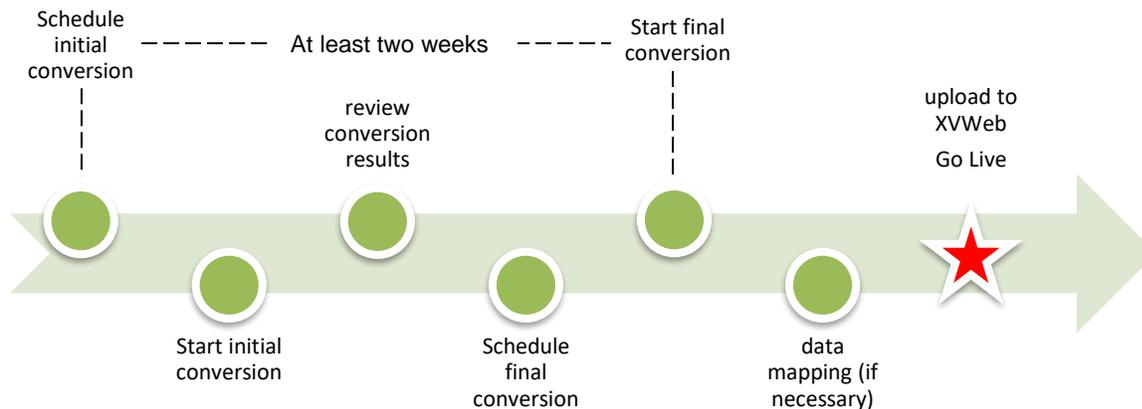
1. Gather information and schedule the initial database conversion

There are usually unexpected things that happen with every database conversion, so it's important to get the initial conversion scheduled and started as soon as possible. We always recommend scheduling the initial conversion at least two weeks or more before the final conversion. If we are converting a Dexis database, we would want even more lead time than two weeks.

Because any dental imaging software may have a variety of data file formats, an initial conversion will indicate in advance whether it is necessary for our development team to tailor the conversion to handle your specific database format. An initial conversion will also provide an estimate of the resulting database size, how long the conversion will take, and how the converted images will appear in Apteryx software.

NOTE: We will need a recent backup of any imaging databases (e.g. SQL Server) and imaging folders prior to starting the initial database conversion.

Here is a list of the information we would like to gather from you on your current setup for the initial conversion:

- Current practice management (PM) software and version that is being used by each site
- Imaging software and version to be converted at each site. Note there could be more than one imaging database to convert at a single site

- Whether the PM software is a "global" database across all sites, or several independent databases at each site (this is not applicable if just one site is being converted)
- Whether the PM software is being "bridged" to the imaging software at each site, or the staff is manually creating patient records in the imaging software (in other words, the imaging software is being used in "stand alone mode")
- Are you converting your PM software as well, or staying with the same PM system?
  - If converting PM software, what is the new PM system/company?
  - If converting PM software, will the patient IDs stay the same or will the patient records be renumbered? (only the new PM company will know this)

    This information will let us know whether the Data Mapping service should be purchased. Switching PM software typically requires an ID update in the imaging data to preserve the "link" between the PM and imaging systems. Data Mapping is the process used to correct or preserve these ID links.
- The size of each image database (total storage size, number of patients, number of images if possible)
- Available free space on each server – we will need temporary storage space for the converted data until it can be uploaded to XVWeb after the final conversion is done
- Location/path to each database and images to be converted
- Timeline for initial and final conversions
  - Schedule initial conversion date/time
  - Estimate final conversion date
  - Determine whether the final conversion/go live will be a hard cutover (stop using the old system and only use the new Apteryx system) or a transition (capture new images in the new Apteryx system, but still use the old system to view old images, until you are satisfied with capturing in the new system). The transition option usually turns out better but requires the staff to use two systems for a period of time until they are comfortable with the new system, then we would do the final conversion.
- Primary contacts for starting the conversions and getting connected to each server. This is usually either the office manager (for a single doctor) or the IT service provider for a larger organization.

If you are a larger organization, it can be helpful to have a conference call so we understand your current system better and your expectations for the conversion.

2. Start the initial database conversion

At the agreed upon time, our conversion expert will remotely login to your office server and initiate the conversion. Remote conversions require customers to have high-speed internet access (such as cable, DSL, or T1) to the target computer. Depending on the size of your database, the conversion could take a couple hours to several hours or more to complete. For this reason, we usually recommend scheduling the conversion to occur at the end of the day, to minimize the impact on network performance. The converted data will reside on your server, so it is important to determine ahead of time if free space is available for temporary storage of the converted data.

If we are unable to login remotely, you can send us your data on an external hard drive. For HIPAA compliance, we ask that you please encrypt the data before sending and provide Apteryx with an encryption key so that we can "unlock" the data when it arrives. Apteryx will perform the conversion here at our facilities and ship the hard drive back to you in an encrypted state.

3. Customer reviews the converted data and signs off on the results

We will work personally with your office to guarantee that the conversion results meet your expectations.

4. Schedule final database conversion

The final database conversion is used to "catch up" on all database records that were created after the initial conversion.

A recent backup of any imaging databases (e.g. SQL Server) and imaging folders will be required for the final database conversion as well.

Typically, database conversions occur in one of two different ways:

- Go live is a hard cutover – the practice stops using the old imaging software to view x-rays and only uses the new Apteryx system. In this case, the final conversion is scheduled to occur right before go live.
- Go live is a transition – the practice continues to use their old imaging software to view previously-captured images while using the new Apteryx system to capture new images. In this case, the final conversion occurs after go live and can be scheduled at the practice's convenience.

5. Start the final database conversion

Like the initial conversion, Apteryx logs in to your office server and initiates the conversion process. But instead of converting the entire database, only the records that were created after the initial conversion are targeted for conversion. The final conversion is also stored temporarily on your server.

6. Start the Data Mapping process, if necessary

Data Mapping is the process where data in records is changed or corrected by Apteryx during a database conversion. It may or may not be required. One common scenario where it is required is when a practice switches to new or different practice management software and the new PM software requires patient IDs to be updated to preserve the link between the PM and imaging systems.

If a patient ID update is necessary for your conversion, you will need to provide us with a spreadsheet mapping the old ID numbers to the new ID numbers. Once the data mapping is complete, you will need to test and confirm that the new IDs are as expected.

7. Converted data is uploaded to XVWeb.

This is the process where Apteryx removes the converted data that was temporarily stored on your office server and uploads it to XVWeb.