2025

Dental Practice Management Solution Buying Guide

for DSOs and Dental Groups

planet DDS

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How to Find the Best Practice Management Solution

Finding the right dental practice management solution is one of the most valuable business decisions you'll make for your DSO since the benefits of having the right one are far-reaching. As the system of record, your practice management solution is not only the central hub where your patients' data resides, but it's also where you and your team access billing, reporting, scheduling, and more.

This is why finding the best software solution for your DSO is so crucial to its success. **Discover what to look for in a cloud-based practice management system and how the right features can help drive efficiency and growth.**

Customization and Flexibility with Open APIs

Legacy practice management software is broken. Providers often offer an "all-in-one" solution that may sound appealing at first glance, but the limitations of this type of solution only become apparent once your DSO begins to evolve and scale. What once was a solution that met your DSOs needs can now become a hinderance to growth.

One of the most important questions to ask when shopping for a practice management solution is **whether that solution can not only meet the current needs of your DSO but also future needs**. For that, you need to work with a solution provider that offers customization and flexibility via open APIs and a collaborative approach when it comes to development of the practice management solution.

Planet DDS DentalOS™ is an open, unified platform developed to meet the evolving needs of DSOs, integrating every aspect of operations—from practice management and imaging to patient communication and revenue cycle management (RCM). Built to scale, it offers flexible integration and customization tailored to your organization.

To support secure, high-quality integrations, Planet DDS applies a rigorous security and technical vetting process to all API partners. This ensures that every integration meets high standards for privacy, interoperability, and performance, advancing the mission to replace outdated dental software with a secure, modern, and future-ready ecosystem.

We're unlocking a new era of customization and interoperability for our DSO. **DentalOS allows me to build custom tools and workflows for our team** of clinicians that will make their jobs easier and make the patient experience even more seamless.

ROD GANJIFARD | VP of Technology, Onsite Dental

Key Features to Consider in a Practice Management Solution

When evaluating a cloud-based dental practice management solution, it's important to look for capabilities that support organizational growth and efficiency. Use the questions below to guide your DSO or dental group in identifying the essential features that align with your operational goals, clinical priorities, and IT requirements.

Which top features should be integrated in your dental practice management solution?

- **Revenue cycle management:** Improve claims tracking, reimbursement speed, and collections
- **Payment solutions:** Support card on file, tap to pay, and mobile payments, reconciled automatically
- **Enhanced claims validation:** Flag errors early to improve claim accuracy
- **Batch claims dashboard:** Provide live status updates for claim tracking
- **Advanced reporting:** Offer actionable insights to support decision-making

Planet DDS Pay integrates directly into Denticon to simply patient payments, reduce reconciliation time, and improve overall cash flow. This built-in solution eliminates the need for third-party payment vendors while enhancing transparency and ease of use.

What clinical workflow improvements matter most to your DSO?

- **AI imaging and treatment discovery:** Identify findings to raise caseacceptance
- **Fully integrated imaging:** Include AI-analyzed images within your workflow
- **X-rays available within the patient chart:** Streamline clinical access to imaging
- **AI-powered diagnostic solutions:** Surface potential treatment opportunities
- **Customizable charts and treatment planning:** Adapt to provider and specialty needs

Features like AI Assist from Planet DDS analyzes X-rays in advance of clinical review, helping providers surface potential findings sooner. This supports faster, more confident diagnoses and more effective patient communication.

Which security features would reduce IT burden for your DSO?

- **Unlimited cloud storage:** Scale data capacity without added infrastructure
- **Cloud-based data backups:** Automate secure data protection
- **Data disaster recovery:** Enable fast restoration during outages or emergencies
- **User access controls:** Restrict system access based on roles and locations
- **HIPAA compliance:** Protect patient data and meet regulatory standards

Planet DDS leverages advanced cloud-based architecture to ensure systems remain secure, highly available, and aligned with the rigorous standards of HIPAA and PCI. This approach not only fulfills compliance requirements but also reduces the complexity of maintaining ongoing adherence.

There's no doubt in my mind that **Planet DDS Pay has been the best payment solution we've ever used**. In the past, compliance was this weight hanging over your head. With Planet DDS Pay, compliance is so much easier, and it doesn't take a whole team of people to complete.

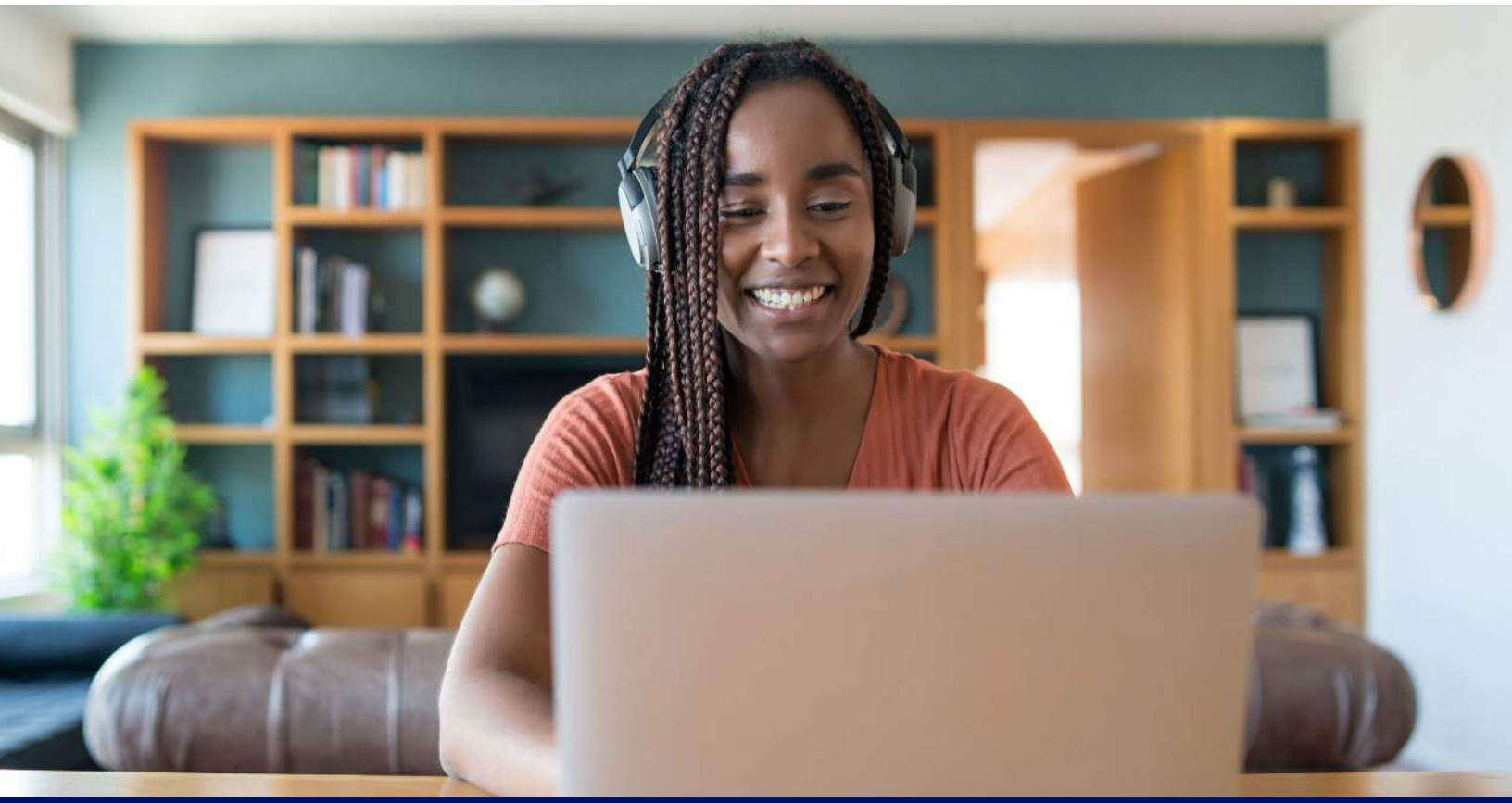
DIANE MCCAWLEY | Revenue Cycle Manager, Hawaii Family Dental

Cloud-Based Practice Management Software

Cloud technology has changed our daily lives forever. From storing data, shopping online and consuming news to communicating via email or social media, it is hard to avoid using cloud technology daily. However, the cloud is no longer just for big companies or consumers—dental organizations across the country are realizing the benefits ofcloud solutions.

Whether an employee is at home with a cold or traveling abroad, **remote cloud access gives them the freedom to stay on top of tasks even when they aren't physically present at the office.** Additionally, with the rise in remote work, cloud-based software helps DSOs expand their candidate pool to remote-based employees and stay productive during the current labor shortage.

On-premise software is oftentimes outdated and inefficient. Practices can lose hundreds of working hours due to unexpected downtime, server maintenance, and weak security. On-premise software can also be expensive to maintain due to security costs and additional fees to access the newest version. **A cloud-based software ensures you are always using the latest version and have secure access anywhere in the world** without costing you an arm and a leg.



Cloud Access Anywhere, Anytime

Cloud-based solutions give you the freedom to:

- Work from anywhere without being tethered to a server
- Store unlimited patient data
- Scale and grow your dental organization
- Enhance security through cloud backups and secure access
- Enjoy the newest version of Denticon with upgrades and updates included
- Have access to updated patient data via a single patient record across all offices

We take pride in implementing state-of-the-art technologies in our offices, and the cloud-based platform by Planet DDS has been an essential technology for us over the past ten years. Through acquisitions and opening new locations, **Denticon and Apteryx have been instrumental in our high growth plans while empowering us to continue providing the best patient care**.

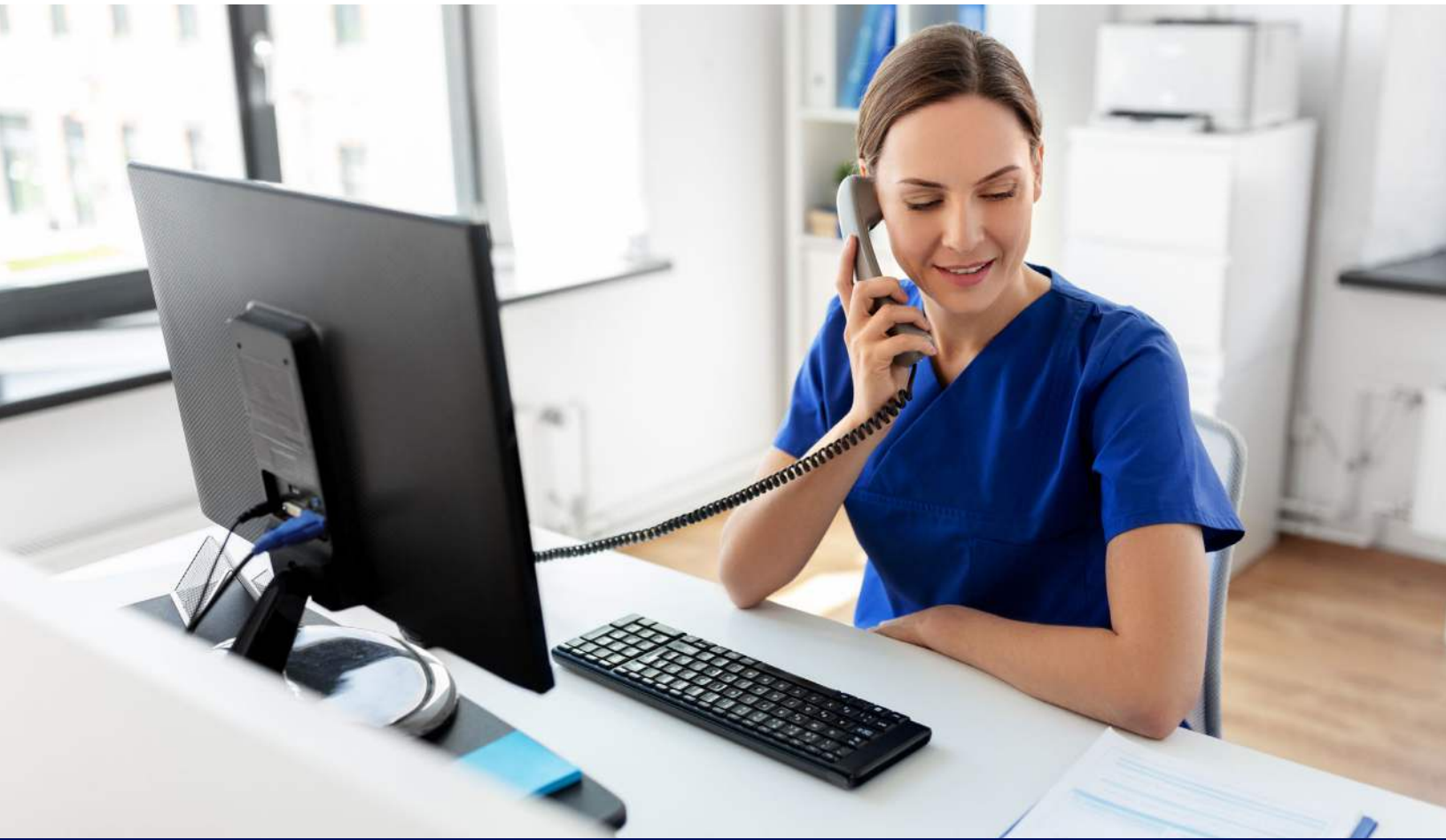
DR. SCOTT ASNIS | CEO & Founder, Dental365 and Premier Care Dental Management

Streamlined Workflows for Multi-Locations

The right practice management software should work for you, not the other way around. When shopping for an ideal practice management solution for your organization, search for ones that are easy to use and will save your employees time with useful automated tasks. When you save time, you are also saving money.

Automation will allow your employees to finish more tasks in any given workday by taking various mundane tasks off their plate, so they can redirect their attention to more intricate duties.

A suitable practice management system should not only meet your DSO's current needs but also have the ability to adapt to your future needs. Some practice management systems simply are not designed to cater to the needs of a growing dental organization. **A practice management system that is constructed to support multi-location practices will help support your organization's workflows and create a more consistent patient experience across all of your locations.**



Operational Efficiency with Streamlined Workflows

Streamline workflows give organizations the ability to:

- Easily chart and view pre-existing conditions
- Access to X-rays within the clinical charts
- Scan progress notes
- Customize clinical charts
- Compare, export, and email encrypted patient images
- Scan or upload patient images
- Digital patient referral management
- Automatic electronic claims filing and payment posting
- Integrated patient communications
- Online patient registration

Everything is standardized to a much higher level than other cloud companies. From insurance verifications, accounts receivable, billing to EOB entries, we could not do it without Denticon. I don't think there's another cloud technology that can do all of this.

DR. ADRI RAMA | Founder and CEO, American Dental Companies

Actionable Insights and Centralized Reporting

When your DSO is running on multiple practice management solutions, you end up with siloed data that needs to be aggregated and converted to understand how the organization is performing. This is time consuming, not reliable, and prevents dental organizations from getting a quick, clear view of their overall performance. DSOs looking to grow need quick and reliable access to data with actionable insights on a regular basis.

With a centralized practice management system, DSOs can quickly and easily access all their data in one system. This gives them greater visibility into the success of their organization. With up-to-date data that can be viewed, drilled down into, and analyzed, DSOs can make better business decisions and maximize their success.

Data and Reporting Insights

DSOs should have access to:

- **Enterprise level reporting:** Access and view data across all locations with the ability to drill down by location, provider, etc.
- **Morning Huddle Dashboard:** Quickly visualize the day with total exams to be completed, new patients to be seen, predicted treatment to be completed, and more
- **Hundreds of pre-built reports, including:**
  - **Executive Summary:** a summary of day-to-day metrics related to appointments and finances
  - **Daily Journal:** an itemized list of total charges, payments, and adjustments over a specified date range
  - **Outstanding Claims:** a real-time list of all outstanding and uncollected claims
  - **Treatment Plan Status:** a detailed report showing all treatment plans and their statuses

The data gives us facts to support the clinical investments we've made at Marquee. The clinical feedback and coaching that's provided to doctors and hygienists have come from the facts that clinical leaders get from our [Denticon] reporting systems.

FRED WARD | CEO, Marquee Dental Partners

Built-in Robust Security & Protocols

Trustworthy security is essential to dental organizations to keep patients' information safe, protect the business and comply with HIPAA. Cyberattacks can be financially devastating to any size practice, but DSOs handle much more data than a solo dental practice. That's why it's crucial to have a practice management system with a robust, cloud-based security system and protocols to boost the safety of your patient data and help you remain HIPAA compliant.

Planet DDS provides a secure and reliable foundation for DSOs, prioritizing the protection of patient health information (PHI). Its cloud-based architecture ensures high availability and scalability, allowing dental organizations to access systems with minimal disruption. By integrating advanced security protocols and adhering to rigorous standards, Planet DDS streamlines compliance efforts while safeguarding sensitive data against potential risks.

Planet DDS leads the industry with proactive support through a SOC 2 Type 2 annual third-party audit. Clients are given full transparency into the Trust Services Criteria control environment covering security, privacy, confidentiality, and availability.

Data Security and Compliance

Boost security and compliance for dental organizations by:

- Ensuring regular backups, disaster recovery, and intrusion prevention services
- Offering a secure referral portal to send and receive patient health information to external providers
- Providing advanced user permissions with an in-depth audit trail per user
- Reducing the risk of data loss caused by natural disasters, cyberattacks, or physical theft

My business is dentistry, not cybersecurity. So, it's better to have professionals handle that for me. I had a friend alsoin the Houston area that had their office flooded. Their server was flooded, and even though they had paid for backup service with a local company even that company got flooded! Meanwhile, we are up and running 24/7. **We don't need to worry about backups because Denticon does it all for us.**

DR. JONATHAN PENCHAS | Founder and Managing Partner, Midtown Dentistry

Enhanced Patient Experience & Engagement

A strong practice management system shouldn't just make your employees' lives easier, they should improve patient experiences, as well. Online patient access is becoming an increasingly popular demand. Earning a reputation for delivering an ideal patient experience can give your organization a leg up on competitors and get more new patients in your doors.

There are various patient engagement tools on the market, but why gather additional costs when you can find a practice management system that does it all. **Look for a solution with features like online portals, built-in messaging, multiple payment options, online bill pay, and online scheduling.**

And as your DSO grows, maintaining a consistent patient experience across all locations becomes increasingly important. Selecting a centralized PMS system like Denticon practice management is critical to ensuring operational efficiency and continuity across your organization.

Boost the Patient Experience

Improve the patient experience by:

- Allowing patients to schedule appointments, complete their registration online, and make payments at their convenience
- Enabling meaningful patient communications with automated appointment reminders, two-way texting, customizable marketing campaigns, and more
- Improving clinical outcomes with easy access to patient charts, treatment plans, and X-rays
- Helping provide transparent, accurate treatment estimates and payment options with real-time insurance quotes, CareCredit eligibility checks, and more

The biggest disadvantage of group practice can be continuity of care. With Denticon's centralized scheduling, we label the primary dentist for each patient. Most patients prefer to see the same person, helping develop trust and a certain comfort level. If a patient wants to go to a different practice that has available appointments, using Denticon makes it much more efficient and effective. **It's a better experience for our team as well as our patients.**

DR. KEVIN COUGHLIN | Owner and Founder, Ascent Dental Care

Customer Support and Onboarding Guidance

One of the most common reasons dental organizations hesitate to adopt a new practice management solution is because of the perception that implementing and learning a new solution is challenging and very disruptive to daily operations. However, **partnering with a company that has an experienced team will ensure a smooth transition for your dental organization.**

Additionally, investing in a company this is dedicated to improving its product is a wise decision for a DSO. Not only will you benefit from the product's continuous innovation, but you will also be partnering with a software provider that will grow with you.

Partner in DSO Growth

Find a cloud-based practice management solution provider who has experience in:

- **Implementation and conversion:** A dedicated team that has the team and experience that will make implementation and conversion as seamless as possible
- **Training:** A team of in-house trainers who can guide your DSO through a proven comprehensive training program so your team can confidently and effectively work in the new software
- **Lifetime support:** Inclusive pricing on customer support for the lifetime of the solution with a responsive team
- **Customer Care:** Check for positive customer satisfaction scores and a track record of quick resolution of tickets

Planet DDS and Denticon by the Numbers

Planet DDS

was founded in 2003 and launched Denticon practice management software the same year.

Planet DDS

has been named six times on Inc. Magazine 5000 fastest growing companies and recognized by Appealie and SaaS awards under their customer success category.

Denticon

is the leading solution for dental organizations, serving more than 45,000 users, and 33,000 dental providers across North America.

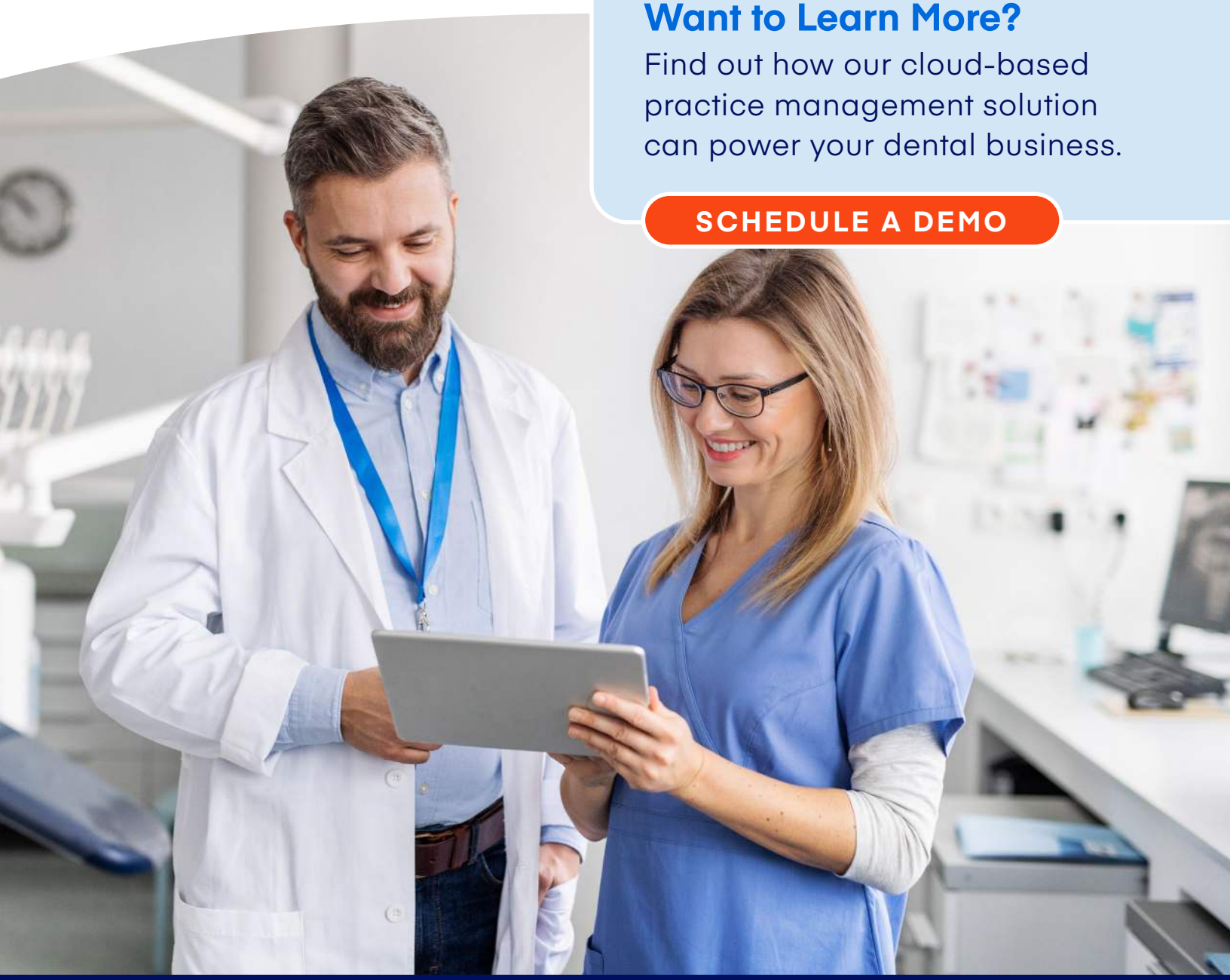
Power Your DSO with Denticon Practice Management Solution

Switching to a new practice management system is a significant decision for any dental organization. Choosing Denticon means selecting a solution built for tomorrow—one that empowers DSOs to streamline operations, enhance efficiency, and focus on delivering exceptional patient care. With Denticon, DSOs have a trusted partner to support their growth and long-term success.

Want to Learn More?

Find out how our cloud-based practice management solution can power your dental business.

SCHEDULE A DEMO



denticon | apteryx | cloud 9

Planet DDS is a leading provider of a platform of cloud-based solutions that empowers growth-minded dental businesses. Now serving over 13,000 practices and 118,000 customers in North America, Planet DDS delivers a comprehensive suite of solutions, including Denticon Practice Management, Cloud 9 Ortho Practice Management, Apteryx Cloud Imaging, and Planet DDS Practice Marketing. Planet DDS is dedicated to enabling dental support organizations (DSOs) and groups to grow and thrive with technology that delivers seamless integrations, improved workflows, and future-proof scalability. To learn more, visit PlanetDDS.com