

CASE STUDY

How Lone Peak Dental Group Strengthens Alignment and Growth with Denticon



ABOUT LONE PEAK DENTAL

★ Established 2003

📍 75+ Locations

CHRIS BIGGERSTAFF
Vice President of IT



PROBLEM

Needing a unified practice management solution for a growing DSO



SOLUTION

Leveraging a cloud-based enterprise solution to support scalable growth

A Scalable Platform for a Growing DSO

Founded in 2003, Lone Peak Dental Group has grown from a small group of pediatric practices into a leading specialty dental support organization (DSO) with more than 75 locations across the country.

That growth has been guided by a focus on expanding access to care, particularly in communities where patients might otherwise travel long distances for treatment.

Operating as a dental partnership organization (DPO), Lone Peak Dental follows a model that blends centralized support with local ownership. Doctors maintain clinical autonomy while benefiting from shared infrastructure, mentorship, and operational resources. That structure allows each practice to reflect its local community while staying connected to a broader organization.

As Lone Peak Dental expands through both de novo growth and affiliations, maintaining alignment across locations has become increasingly important. For Chris Biggerstaff, VP of IT at Lone Peak Dental, Denticon has played a significant role in supporting its key initiatives.

Denticon offers instant-access customer service with a customizable patient portal that allows patients to view information about their accounts online, make payments, and even book appointments.

Planet DDS example of Denticon online forms



Key Features:

- ✓ Centralized practice management
- ✓ Cloud-based accessibility
- ✓ Scalable multi-location support
- ✓ User feedback & product development
- ✓ Advanced reporting & analytics
- ✓ Compliance & security
- ✓ Enhanced patient experience
- ✓ Integrated dental imaging



Building a Trusted Partnership with Denticon

Since adopting Denticon in 2018, Lone Peak Dental has built a connected approach to managing technology, workflows, and growth across the organization. For Biggerstaff, that progress is directly related to Denticon team's ongoing product development and direction.

"The last three to four years have been phenomenal being on Denticon with the changes that are coming and seeing the product roadmaps," said Biggerstaff. "I think what stands out with Denticon is that they listen to their clients. They listen to their users."

Lone Peak Dental has been able to participate directly in the growth process, something that has made the partnership feel more active and ongoing.

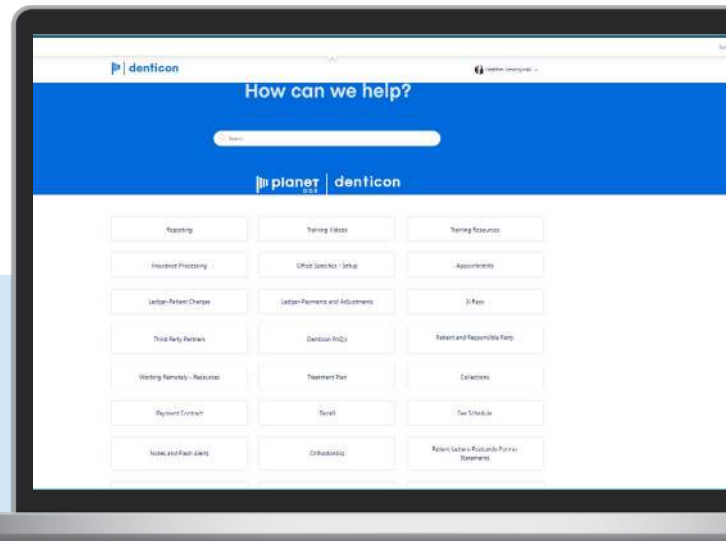
"They have feedback forums, we have symposiums, we have customer advisory boards," Biggerstaff continued. "We have the ability to submit a feature request and then vote on it, and if it gets enough votes, they put it in. It's those things that I think really separate Denticon from any of the other dental practice management because nobody else is doing that."



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The Denticon Help Portal offers resources so users can utilize the dental practice management software more efficiently.

Planet DDS Help Portal example

Making Real Connections with DSOs for Growth

Denticon has also created opportunities for Lone Peak Dental to correspond with other DSOs going through similar challenges. Those connections have become an extension of how Lone Peak evaluates and approaches its own operations.

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Those conversations often move beyond general discussion and into practical execution, offering a clearer view into how other organizations are implementing and scaling their systems.

"We actually had two who were on something else, but we've talked so much about Denticon, one signed last week and is coming on Denticon," Biggerstaff said. "Now they're picking our brains about implementation: how do I roll it out, how do we convert, how do we do this."

Over time, that exchange of ideas reinforces how widely the platform is being adopted and how organizations are learning from each other in the process.

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Gaining Insights Through Industry Collaboration

That same dynamic continues at events like Orbit, hosted by Planet DDS, where organizations come together to share ideas and learn from one another.

“I think the best thing about Orbit is the networking and talking to people and seeing what other people are doing,” said Biggerstaff. “The product roadmap is awesome. I love the product roadmap, but I think it’s seeing the other groups and talking to them.”

What makes those interactions invaluable is the level of openness, even among organizations that may be in competitive markets.

“And even maybe rival groups who you may be directly compete with, but you guys are sharing what you’re doing differently and how you’re doing it,” Biggerstaff said.

That exchange creates a more practical kind of insight, one grounded in real decisions and real outcomes.

“I think that aspect of it is sort of a game-changer,” Biggerstaff continued. “I love the panels where you’ve got random DSO group leaders sitting on those because you really learn a lot from those guys, just hearing them talk about things they do because you’ve never thought about doing stuff maybe that way.”

Through those conversations, Lone Peak Dental has gained perspectives that can be applied across locations, helping refine workflows and strengthen alignment across the organization.

Denticon is built with the dental clinic’s workflow in mind and delivers tools to ensure doctors and administrative staff can operate more efficiently.

Planet DDS example of Denticon SmartAssist



Scale Your Organization with Denticon

For Lone Peak Dental Group, growth is tied to maintaining a consistent experience across locations while preserving the local, community-based approach that defines each practice. That balance depends on having a unified platform that connects practices without limiting how they operate.

Lone Peak has strengthened performance through Denticon, helping shape product direction through user feedback, gaining insight from peer organizations, and applying those perspectives into its own operations. Together, those elements have supported a more aligned, scalable model as the organization continues to grow.



Connect with Planet DDS to help scale your dental organization.

