

# Abano Healthcare Streamlines and Scales in New and Innovative Ways With the Power of SnapLogic



## Cost Savings

of ~\$250,000 relating to build effort

## Two-month

time to value

## 50% Reduction

in operating expenditure estimated for an integration platform

### HEADQUARTERS

Auckland, New Zealand

### INDUSTRY

Healthcare

### USE CASE

Streamline and scale with intelligent integration

### CHALLENGE

Meet the needs of 750 clinical partners across the Abano Healthcare network

### SOLUTION

Connect disparate systems for single source of truth with scalable, easy-to-use solution

### RESULTS

- \$250,000 cost savings
- Two-month time to value
- 50% reduction in operating expenditure estimated for an integration platform

## Abano Healthcare Backstory

As Australasia's largest dental support organization (DSO), Abano Healthcare is the team behind the practice, providing support services that enable clinical partners to do what they do best – provide an exceptional patient experience.

With a number of brands across Australia and New Zealand, including Lumino The Dentists, Maven Dental and 1300 Smiles Dentists, and a customer base of more than half a million; Abano Healthcare provides dental support to more than 250 locations and 750 clinical partners across the Abano network.

## The Challenge

Like many healthcare organizations across the APAC region, Abano Healthcare fell victim to its application sprawl. Research shows the modern organization has upwards of 150 applications; a number that continues to grow. Since Abano Healthcare's business model sees it acquiring local dental practices alongside acquisitions of bigger brands, placing them under the Abano Healthcare umbrella, it had a number of disjointed systems, which created a "melting pot of problems".

Initially, Abano Healthcare didn't have an HR system across the brands, which saw it rely heavily upon 'old-school paper and pencil' procedures. There was a need to implement an HR system that could be used across the brands and with the acquisition of 1300 Smiles, this became even more critical.

Abano Healthcare also had approximately five different payroll and finance

systems – all at various versions, some old and some new. This led the DSO to focus on finding a finance system that could be used across all brands.

The 'mismatched, disjointed' systems made it extremely difficult for Abano Healthcare to present stakeholders with insights needed to drive results around financial decisions or garnering insights from market trends and patient flows. It also made it difficult to know when to course correct or pivot, as necessary. Abano Healthcare's key goal has always been to have the right tools and information to serve its dentists, so they can better serve their patients.

Simultaneously, given the current skills shortage that peppers the healthcare landscape, it was also key for Abano Healthcare to have a local partner it could trust to provide a solution backed by a robust team of experts.

With ambitious growth aspirations, it was clear Abano Healthcare needed a local, easy-to-use, scalable iPaaS solution that would spark communication between its disjointed systems to power its modernization journey.

## The Solution

To meet the needs of the dentists it serves, Abano Healthcare turned to SnapLogic in March 2022. SnapLogic got on Clark's radar, by chance, through her connections at [meetmagic](#), the online Australian platform that combines business and philanthropy. James Campbell, Regional Manager Australia New Zealand at SnapLogic, reached out to Clark, and she was intrigued to learn more. Around this time, Abano Healthcare was also considering Dell Boomi, Azure and all of the Microsoft services.

SnapLogic stood out among its competitors by being fit for purpose, scalable and local. Combined with its significant capabilities and a strong values alignment shared between the organizations, SnapLogic was the perfect fit for Abano Healthcare's growing demands.

"With SnapLogic, there was an immediate connection. Also, it didn't matter if we had 1,000 employees or 20,000 employees; we'd get the same level of service. And that was the most critical thing that made me believe we were going to go on the journey together," says Abano Healthcare CIO Nisha Clark.

"Implementation, training and setup were also a breeze. It's very simple. It's also extremely speedy, meaning we get value quite quickly."

More than the partnership, Abano Healthcare was also drawn to the agnostic nature of the SnapLogic platform. The DSO has a mixture of on-prem and other pieces coming in. SnapLogic was flexible and, therefore, able to connect to everything and anything else that might come along further down the road.

## Business Results

Abano Healthcare began using SnapLogic in March 2022 and started seeing results almost immediately. Now, the DSO is well-equipped to provide more insightful data for better decisioning. It's also experienced a significant reduction in FTE requirements.

Even more, Abano Healthcare has saved over a quarter of a million dollars in relation to capital investment and ongoing operating costs.

"What excites me about SnapLogic and the platform that we've implemented is its scalability and ease of use. We were able to utilize the tool very quickly, which resulted in added value immediately. We've saved over \$250,000 just by the simplicity of the implementation and the cost-effectiveness of the solution," Clark says.

Now that Abano Healthcare has SnapLogic in its ecosystem, there are two key items that the DSO will be considering for the future. One is looking at existing legacy integrations and moving them into the platform. And two is looking at new system implementations, such as Microsoft Dynamics, where it can utilize SnapLogic as the integration platform.

"SnapLogic is going to enable Abano Healthcare to become a leading player in the health industry. We have a thing called a connected chair. For me, that's been very difficult to make that a reality with all the legacy backend systems. With a simple integration platform, I can see the future and how that's going to bring everything together," shares Clark.

"When you have the complexity we do, you need something in the environment that is easy to use and that can actually talk to a number of different things and understand the roadmap; and for us, that's SnapLogic. In the future, I know there are other things in our environment we will want to integrate with. We're on a journey. It's very small at the moment, but SnapLogic can expand with us."

Campbell says, "The nature of the healthcare sector is of huge interest to us at SnapLogic. Seeing Abano Healthcare's results excites us because we know similar challenges and opportunities exist throughout the healthcare landscape. And we're keen to help other healthcare organizations achieve comparable results. We feel a great deal of pride when it comes to what we've achieved with Abano Healthcare."

SnapLogic powers the automated enterprise. The company's self-service, AI-powered integration platform helps organizations connect applications and data sources, automate common workflows and business processes, and deliver exceptional experiences for customers, partners, and employees. Thousands of enterprises around the world rely on the SnapLogic platform to integrate, automate, and transform their business. Learn more at [snaplogic.com](#).