

Maxident Software Achieves 99.98% Application Availability and 99% Uptime with Anunta's Packaged DaaS



Client Profile

MaxiDent Software is a provider of desktop healthcare applications catering to dental clinics.



Challenges

The client faced growing pressure to support distributed workforces and enhance application uptime from 65-67%. With an evolving business landscape and the increasing demand for mobile access to applications, MaxiDent sought a solution to deliver seamless, secure, and high-availability access to its healthcare applications. MaxiDent faced multiple challenges in maintaining high application availability and uptime:

Application Uptime

Their previous cloud infrastructure experienced frequent issues such as system crashes and user logouts, impacting uptime and overall customer experience.



Technical Support

Slow and inefficient support from previous tech partners meant MaxiDent had to resolve issues on their own, often taking several days.



Distributed Workforces

Healthcare professionals, including mobile hygienists, needed reliable access to applications across various devices and networks.



Regulatory Compliance

Ensuring sensitive patient data privacy across various user groups and versions was crucial for compliance.





Anunta's Solution

Anunta's DesktopReady™ solution addressed all of MaxiDent's pain points:

- **Packaged DaaS (Desktop as a Service)**

Anunta implemented DesktopReady™ to enhance accessibility and application uptime, ensuring smooth operation for MaxiDent's distributed workforce.

- **Application Segregation**

Anunta ensured user groups and software versions were correctly segregated to meet compliance requirements, particularly for healthcare data privacy.

- **24/7 Technical Support**

Anunta provided round-the-clock support, drastically reducing issue resolution time.



Key Benefits

98% application availability with seamless access across devices.



99% uptime, eliminating frequent logouts.



Rapid issue resolution with 24/7 technical support.



5x faster customer onboarding.

5X

Cost-effective solution for SMBs.



Full compliance with patient data privacy standards.



About Anunta

Anunta builds secure and compliant digital workspaces across private, public, and hybrid clouds for enterprises. Our comprehensive range of managed virtual desktop, managed endpoint & cloud services allow users to access applications and data securely. Our managed services are powered by our platforms, which leverage AI & Machine Learning to automate and optimize operations. We've been consistently featured in the Gartner Magic Quadrant for Desktop as a Service. With over a decade of experience, we've successfully migrated **1 Million+** remote desktop users, boosting security, enhancing workforce productivity, and delivering superior end-user experiences.

Get Your Transformation Started

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