

Dental Support Organization Scheduling Revamp Unlocks 30% Savings and Accelerates Growth

A leading dental support organization (DSO) transitioned to a nearshore BPO model to streamline appointment scheduling.

Within three months, there were significant gains in agent performance and operational efficiency.

After a year, it yielded **\$250K** and scaled capacity to meet surging demand.



30%

Savings



30

Seats



2.5

Engagement
(Years)



\$250K

First Year
Cost Reduction



\$626K

Total
Savings

Redesigning Scheduling Ops for Cost Control and Conversion

This multi-site dental support organization, serving over 500 providers across 200+ offices, faced inefficiencies from legacy BPO contracts and rising internal costs.

OC helped the client transition from a large BPO provider to a mid-sized, nearshore BPO partner, focusing on:

- Inbound appointment scheduling that unlocked quick savings while upgrading agent quality.
- Reducing Average Handle Time (AHT).
- Increasing appointment conversion rate.

In under 90 days, conversion targets were exceeded and agent workflows were optimized, proving that even complex, multi-office networks can scale efficiently with the right BPO orchestration.

20%

reduction in
average
handle time

60%

conversion rate
unlocked rapid
revenue growth

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