

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



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