

Whitepaper

SOTA Cloud for Dental Service Organizations



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Introduction

Dental Service Organizations (DSOs) have unique imaging technology requirements that significantly differ from those of solo and small dental groups. At the enterprise level, the focus shifts away from clinical concerns and towards optimizing the IT environment, ensuring hardware compatibility, maintaining infrastructure, expanding and scaling operations, integrating seamlessly with other software systems, prioritizing security, and leveraging imaging technology to drive business growth. This whitepaper aims to explore these critical questions and demonstrate how SOTA Cloud is reshaping the landscape of dental imaging software within dental organizations.

Sensor Compatibility

SOTA Cloud boasts native compatibility with virtually all major intraoral sensor devices available in the market. This compatibility empowers group practices in several key aspects. Some examples are:

Seamless Expansion: DSOs can expand their network of locations, including smaller groups, without the worry of whether the imaging devices at each location will integrate with the software used across the rest of the organization.

Vendor Flexibility: DSOs can switch imaging device vendors at any time without being locked into a specific hardware solution, avoiding costly proprietary legacy software environments.

It's crucial to understand the term "natively." SOTA Cloud overcomes the common issues associated with cumbersome TWAIN workflows seen in most other imaging systems. Additionally, it consistently integrates new devices, often shortly after their release, ensuring that your teams are always equipped with the latest technology.

Fast, Device Agnostic, Unlimited CBCT Support

SOTA Cloud's CBCT module equips DSOs with a powerful, fully cloud-based, in-browser solution for 3D imaging review, diagnosis, and referrals across all practices. The MPR and Cross-Sectional Workspaces allow providers to easily visualize, manipulate, and assess CBCT scans with precision, supporting faster and more accurate treatment planning from anywhere. Built-in tools for creating and saving panoramic views directly to patient records streamline workflows for insurance claims and documentation. The embedded CBCT referral system makes internal and external collaboration effortless, with AI-generated referral letters, secure file sharing, and integrated messaging — eliminating bottlenecks and improving case acceptance rates. By standardizing imaging processes across locations, DSOs can enhance clinical efficiency, improve coordination between providers, and elevate the patient experience, all while maintaining full security and compliance.

Database Conversions

SOTA Cloud's expert database conversion team possesses the capability to convert images from the majority of imaging solutions available today, including legacy on-premise systems and other cloud-based vendors. For more information on this service, please contact our team.

Reducing IT-Burden

A Streamlined, Truly Cloud-Based Solution

SOTA Cloud is a genuine cloud platform, completely independent of a local server. It operates entirely through a web browser, providing access through Chromium browsers like Microsoft Edge, Google Chrome (for Windows/Android), and Safari browsers (for Apple products). This means that your staff can view, edit, and manage images wherever they have browser access, in addition to other advanced features discussed in subsequent sections.

On capture workstations, a lightweight background service called the SOTA Hub is installed. This service facilitates communication between the browser application and imaging devices. All user interactions occur within the browser, reducing user frustration and workflow interruptions while minimizing management overhead. The SOTA Hub can be installed silently and is easily deployed via typical IT management systems, and is automatically updated as needed.

Simple IT Administration

Benefitting from the nature of being a true web application, SOTA Cloud requires minimal IT management. Updates are centralized and pushed on an on-going basis by the SOTA Cloud development team following a rigorous QA process that has resulted in a historical uptime of 99.995%+, so IT teams can rest easy knowing their users always have the latest and greatest release.

Device Health - Centralized Remote Monitoring

SOTA Cloud diligently tracks hardware utilization across the entire organization. This means that we can swiftly identify issues and expedite their resolution. For example, in a busy location where six x-ray sensors are regularly moved from room to room, and an intermittent problem is reported with one of them, we can pinpoint the specific sensor in question. We meticulously track every device error within SOTA Cloud, right down to the serial number. This significantly reduces the time required to address issues that may be impeding your staff's efficiency. In many cases, we identify problems before your staff does, allowing us to proactively collaborate with your office or IT team to resolve issues before they escalate. Best of all, SOTA Cloud automatically provides relevant hints for solving errors as they occur, further expediting resolution.

Audit Logging and Compliance

HIPAA compliance mandates the logging of access to patient records, including details such as who accessed records, which records were accessed, and when they were accessed. SOTA Cloud takes this a step further by logging virtually all patient-related records access and activity—a compliance feature lacking in the majority of competing solutions.

State of the Art Security and User Management

SOTA Cloud leverages the latest security technologies, offering single sign-on (SSO) support, multi-factor authentication (MFA), and more. All data is encrypted at rest and in transit, adhering to the most contemporary standards and protocols, and is hosted in SOC2 compliant Microsoft Azure datacenters.

Furthermore, SOTA Cloud provides multiple methods for user provisioning, significantly reducing the time required to create user accounts, even for large organizations. Users are assigned roles within a hierarchical permissions structure, ensuring the safety of your data and the compliance of your organization.

Beginning in 2025 SOTA Cloud also offers comprehensive RBAC (role-based access control) and SCIM integration for Plus and Pro tiers.

More information about the controls SOTA Cloud uses to protect you and your patients valuable information can be found at trust.sotacloud.com.

Support for Thin Client, VDI Environments

SOTA Cloud fits well into organizations that leverage Virtual Desktop Infrastructure (VDI) systems and thin clients, offering cost reduction and enhanced security benefits. To learn more, please consult your sales representative for our latest white-paper on this subject.

Growing your Organization

SOTA Cloud is infinitely scalable, allowing you to add locations as your organization expands effortlessly. Our implementation team offers white-glove service, encompassing staff training, environment setup, legacy data conversion, and on-call support for go-live. Organizational changes can be stressful, and we are here to provide the expertise and support needed for your success.

Software Integrations, APIs, and Extensibility

Integration with Practice Management Solutions

Compatibility is a theme with SOTA Cloud – and it extends to the vast majority of practice management solutions on the market, including all of the major players and then some. In most cases, SOTA Cloud integrates in a manner that brings your images right into your patient chart. For complete compatibility information, including specific capabilities for your practice management system(s), contact our team for more information.

Integration with Artificial Intelligence Solutions

Artificial intelligence is one of the most revolutionary advancements in dental imaging since the introduction of digital imaging in the early 2000s. SOTA Cloud empowers your teams to harness the full potential of A.I. technology by offering embedded integrations with platforms like Pearl and Overjet, and more to come soon. SOTA Cloud fundamentally operates as an open platform, so that you can take advantage of new technology in your organization, and have the freedom and flexibility to make the best decisions for your teams and patients.

Major Possibilities with Robust Web APIs

SOTA Cloud provides all enterprise customers with complimentary access to a robust set of APIs. These APIs empower your organization to seamlessly integrate SOTA Cloud into your existing dashboards, automate processes, and more. The data we host belongs to you, and SOTA Cloud empowers you to leverage it to develop tools that enhance your organization's efficiency and elevate patient care.

All SOTA Cloud APIs adhere to stringent security standards and implement the OAuth 2.0 framework.

Improve Efficiency and Grow Your Business

Completely Digital Referral and Image Sharing System

Sharing with Providers

SOTA Cloud implements a fully comprehensive, digitally-driven, and HIPAA-compliant referral system that bridges the gap in treatment coordination between general providers, patients, and specialists. Every referral can be completed in seconds through a user-friendly interface, granting online access to referral details and all relevant images for specialists, patients, and referring offices. Referral senders may attach files of any format or file type, and referral letters are generated automatically via A.I. or from customizable pre-set templates. What's more, when a specialist receives and accepts a case, the referring office is promptly notified, and providers and staff can message each other within a simple interface that combines all of the relevant context of the referral in one place.

This digital approach offers patients and specialists secure access through a magic link authentication system via email or text message. This ensures convenient access to referral details and image downloads in any format, at any time—eliminating the need for patients to contact the referring office in case of lost referral paperwork and sparing specialist offices the hassle of requesting images in alternative formats.

Sharing with Patients

This same process also facilitates communication with patients and family members. For example, when a grandparent takes their grandchild to the dentist, and information needs to be communicated to the care decision-maker, office staff can efficiently employ pre-made templates to ensure that parents receive the necessary information for informed treatment decisions. This feature is especially popular in pediatric and elderly care settings, where patients often do not make their own treatment decisions.

Staff can also configure automatic reminders for the patient, including their images and A.I. pathology findings, reinforcing confidence and increasing case acceptance if care isn't provided on the day treatment is planned.

Replace Dropbox, Google Drive, and OneDrive with SOTA Cloud Patient Files

Streamline and secure your DSO's file management with SOTA Cloud's new Patient Files module — the smarter alternative to Dropbox, Google Drive, and OneDrive. In just a few clicks, users can upload any file type and instantly associate it with the correct patient record, eliminating disorganized storage and compliance risks. HIPAA-compliant sharing takes only two clicks, with password protection, link expiration, and full tracking built in. Staff can preview common file types like PDFs, images, and documents directly in the browser for faster workflows without extra downloads. Plus, practice-level permission controls are always enforced, ensuring sensitive information stays secure and properly segmented across your organization. With Patient Files, DSOs gain a centralized, compliant, and easy-to-use platform that scales with growth — boosting efficiency, security, and collaboration across every location.

Business Intelligence

SOTA Cloud is unique in its ability to seamlessly integrate with business intelligence (BI) solutions like Microsoft Power BI and more. This empowers you to utilize imaging data in innovative ways previously unseen in the industry. Examples include:

Monitoring Staff Performance: Evaluate the time required for a typical x-ray exam, the frequency of re-takes, and the staff members who tend to need them. Use this data to recognize high-performing staff members or provide additional training to those who require improvement.

Analyzing Tool Utilization: Assess the time clinical staff spend capturing intraoral camera photos, often used for case acceptance rather than diagnostics. Correlate this with monthly office production and case acceptance rates. Measure the time spent by clinical staff reviewing x-rays, typically associated with case consultations, and change procedures to optimize how staff spend their time and increase overall production accordingly.

Optimizing Referrals: Determine which referrals are leaving your organization and adapt your multi-specialty capabilities as needed.

The possibilities are virtually endless, with a wealth of unexplored potential. A solution like SOTA Cloud, offering access to such data, seamlessly integrates it into the broader BI ecosystem.

Performance and Workflow

SOTA Cloud is exceptionally fast. With a minimum recommended internet speed requirement of only 25 Mbps download and 10 Mbps upload, SOTA Cloud often outperforms legacy on-premise solutions that run on in-house servers. For instance, on a 25 Mbps connection, the complete exam record typically loads in under one second, even for patients with extensive exam histories and numerous images.

Reducing the burden of training new staff in an era plagued by high staff turnover, SOTA Cloud excels in well-thought-out workflows for common tasks, such as capturing the first image in just three clicks and three screens (compared to 11 clicks and 6 screens with our largest competitor). Retaking an image requires just one click (compared to six clicks with our biggest competitor). SOTA Cloud also supports multi-modality exams, saving several minutes that would otherwise be spent switching between images from different modalities taken during a single visit, a process that can be time-consuming in other imaging systems.

Roadmap for Success

SOTA Cloud is a modern, cloud-based platform. Our partnership with you extends beyond the features discussed here, encompassing the exceptional support provided by the SOTA Cloud implementation and support teams, as well as a commitment to ongoing updates.

Some upcoming features for SOTA Cloud include:

Expanding CBCT Functionality: SOTA Cloud is committed to expanding support for CBCT workflows, including an upcoming dedicated implant module (pending FDA clearance) and expanded support for automated CBCT syncing.

Treatment Consultation and Case Presentation Module: Empowering specialists both inside and outside your organization to collaborate more efficiently and boost case acceptance.

Expanded A.I. Integration Support: Adding support for more popular pathology finding A.I. service integrations.

Stay tuned for more exciting developments on the horizon. SOTA Cloud is not just imaging software; it's an evolving dental platform designed to meet your ever-changing needs.

Conclusions

In conclusion, SOTA Cloud represents a groundbreaking solution for Dental Service Organizations (DSOs), revolutionizing the role of dental imaging software in the dental industry. It addresses the unique needs of DSOs at the enterprise level, focusing on efficiency, compatibility, security, and scalability.

SOTA Cloud's native sensor compatibility ensures seamless integration with various intraoral imaging devices, offering DSOs the flexibility to expand and adapt without hardware constraints. Its fast, device-agnostic CBCT support further enhances clinical capabilities, empowering providers to review, diagnose, and collaborate on 3D imaging across all locations directly through the browser. The expert database conversion team simplifies transitions from legacy systems, while unlimited cloud storage and strong patient file organization replace the need for external file-sharing services like Dropbox, Google Drive, and OneDrive — improving compliance, access control, and operational efficiency.

SOTA Cloud for Dental Service Organizations

The platform's lightweight architecture, true cloud foundation, and centralized update model minimize IT burdens and eliminate the frustrations of legacy server maintenance. Features like centralized remote device monitoring, robust audit logging, and built-in compliance controls ensure security and HIPAA adherence without adding complexity. SOTA Cloud's practice-level permission management, fully digital referral workflows, and in-browser file previews further streamline operations while enhancing the patient and provider experience.

Designed for scalability, SOTA Cloud grows effortlessly with your organization, offering white-glove implementation services to ensure smooth onboarding and expansion. Its rich ecosystem of integrations — from practice management systems to embedded AI analysis platforms — accelerates innovation within your network. The availability of robust web APIs and SCIM support enables DSOs to tailor workflows, automate processes, and build data-driven dashboards that optimize clinical and business operations.

Through integration with business intelligence platforms, SOTA Cloud unlocks unprecedented insights into staff performance, imaging utilization, referral optimization, and workflow efficiency. Its high-speed performance, intuitive workflows, and minimal training requirements help reduce overhead costs and boost productivity — critical advantages in today's competitive dental landscape.

In essence, SOTA Cloud transforms imaging from a necessary operational tool into a strategic driver of growth, compliance, efficiency, and patient care excellence. It is not just imaging software; it is a future-ready platform that empowers DSOs to thrive and lead in a rapidly evolving industry.



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Scott Coté

Director of Sales

scott.cote@sotacloud.com

(951) 315 - 7811

www.sotacloud.com



Treneice Negron

Account Executive

treneice.negron@sotacloud.com

(657) 282 - 4282

www.sotacloud.com

