

dandy

CASE STUDY

Unlocking digital dentures at scale

How Dental Care Alliance expanded denture adoption through a more efficient workflow and provider-led change



Summary

Dentures represent one of the highest-value procedures in dentistry, but complex workflows and inconsistent outcomes have historically limited adoption, even more so at scale.

At Dental Care Alliance (DCA), demand for digital dentures existed across the network, but adoption lagged due to inefficiencies in the traditional process and a lack of confidence in digital alternatives.

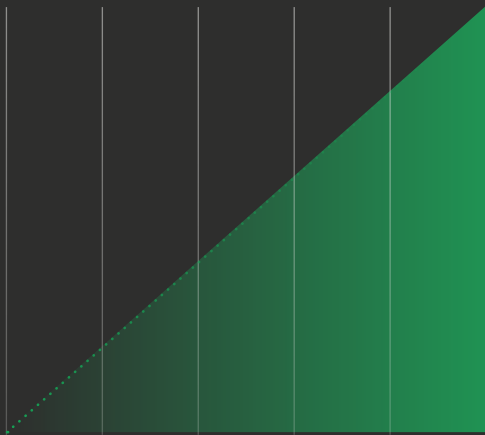
Dandy introduced a simplified digital denture workflow, reducing treatment from four to six appointments down to two or three, while supporting providers with hands-on training and consistent product quality.

As providers experienced the benefits in practice, adoption expanded organically across the network. Denture order volume increased 16x in six months, alongside meaningful gains in efficiency, cost savings, and patient experience.

Key Results

16x

increase in denture order
volume over six months



750+

clinicians trained

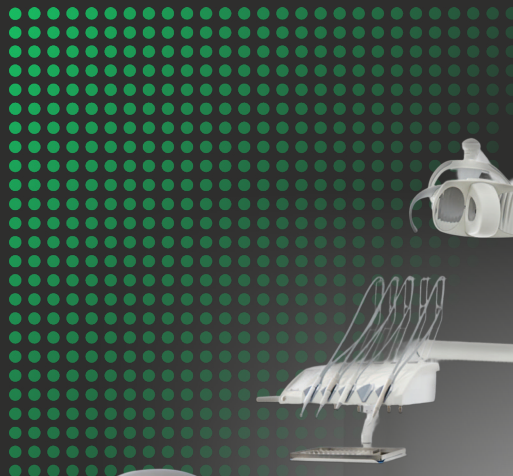
\$60K+

in impression
material savings

6,550

appointments
saved on dentures

● = 10 appts.



The Challenge

Moving from complexity to consistency

At DCA, dentures represented a significant opportunity, but the operational reality made them difficult to scale. The traditional workflow requires four to six patient appointments, tying up chair time and creating friction for both providers and patients. Despite there being demand for dentures, the process itself limited how often it could be delivered.

The clinical complexity added another layer. Dentures require precise impressions, clear communication with the lab, and careful fitting. For many providers—especially those earlier in their careers—the process can feel unpredictable and difficult to master. As a result, some avoid it altogether.

Digital solutions were available to DCA, but they did not meaningfully change this dynamic for a few reasons. First, the workflows were inefficient, adding complexity to an already

complex process. Second, product quality was inconsistent, and third, training was often limited. Because of these factors, adoption remained stubbornly low.

Despite shifting much of their lab work to digital workflows, dentures continued to lag behind for DCA. While providers saw the potential, and patients were interested in faster, more convenient treatment options, the existing model just wasn't practical.

Dandy's approach to fixing this issue was three-pronged: implement a workflow that's both simple and intuitive, use technology to ensure predictable fit and aesthetics, and provide training to support clinicians.



The Solution

Digital dentures that scale



1. A WORKFLOW BUILT FOR EFFICIENCY

Dandy redesigned the denture workflow around simplicity and speed. Instead of requiring four to six appointments, the digital process was reduced to two appointments for patients with an existing appliance and three appointments for patients without.

This change had an immediate operational impact. Practices were able to reduce chair time per case and minimize scheduling disruptions, while patients benefited from fewer trips to the dentist and a faster path to getting dentures in their mouth.

"The turnaround has been amazing... they've changed the mindset for so many providers to go in and try dentures with the time savings." – Jamie Dunkley, Division President, Dental Care Alliance

By making the workflow more efficient, digital dentures became viable within the constraints of a busy practice.

2. TRAINING THAT BUILT CONFIDENCE

For a procedure as technique-sensitive as dentures, workflow alone is not enough. Providers needed to feel confident executing it.

Dandy invested heavily in hands-on training across DCA's network, working directly with clinicians and staff to guide them through the process step by step. Dandy supported early cases closely so that clinicians could quickly build familiarity and trust in the workflow.

In total, Dandy trained more than 750 clinicians, creating a foundation for broader adoption across the organization.

3. A PRODUCT THAT MET EXPECTATIONS

The final piece was the product itself. Dandy delivered a denture offering that met clinical expectations for fit, function, and aesthetics, helping to shift the perception that digital dentures required a tradeoff in quality.

Just as important, the economics worked. The product was priced in a way that made sense for DCA, removing a barrier that had previously limited adoption.

The outcome

Adoption snowballed into success

As providers gained confidence in the workflow and saw consistent results, adoption followed. What had previously been a complex, underutilized service became a more routine offering across the organization.

Denture order volume increased 16x in six months, reflecting rapid provider-led adoption. At the same time, operational efficiency improved across multiple dimensions.

The shift to a two- or three-appointment workflow resulted in 6,550 fewer appointments in under one year, freeing up chair time that could be redirected to other procedures. That meant practices were able to treat more patients without expanding schedules.

Cost savings followed as well. The move to digital impressions reduced reliance on traditional materials, generating more than \$60K in savings within a 6 month time frame.

The experience didn't just improve for providers, but for patients as well. They benefitted from fewer visits, shorter visits, faster turnaround times, and a product that fit and looked great.

WHAT THIS MEANS FOR DSOs

Digital dentures often struggle to scale, not because of a lack of demand, but because the process can be too complex to integrate into everyday workflows.

At DCA, adoption accelerated once that complexity was addressed by Dandy. By simplifying the workflow, supporting providers through training, and delivering a product that met expectations, digital dentures became a viable part of routine care.

The broader implication is clear. For complex services to scale within a DSO, they need to work at the practice level. Providers need to trust the process, feel confident in the outcome, and see a clear benefit to their workflow. And, when those conditions are met, adoption follows naturally.



It's been an incredible partnership...
delivering high-quality dentures
while ensuring a great experience
for every patient."

—**Jamie Dunkley**

Division President, Dental Care Alliance

Ready to make digital dentures work at scale
across your organization?

Talk to Dandy about simplifying workflows
and driving adoption across every practice.



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