



CASE STUDY

# Oracle Cloud Applications and Inoapps Evolve deliver an employee experience to smile about

**CUSTOMER**

PortmanDentex

**INDUSTRY**

Healthcare

**LOCATION**

UK, Ireland & Benelux

**CUSTOMER PROFILE**

Portman Dental Care and Dentex Health joined forces in 2023 to form PortmanDentex. Together, they form a community of over 370 dental practices across the UK, Ireland and Benelux, with more than 2,400 clinicians, 4,500 practice and central colleagues, and 1.5 million patients. Their practices offer a range of specialist, private and NHS dental care services, and are focused on continual development of clinical skills and innovation.

Absolutely fundamental to the business is the employee experience and ensuring that practice colleagues and clinicians all across the group have the best possible work experience from day one.

**BUSINESS NEED**

PortmanDentex grows predominantly through acquisitions, with large numbers of new practice colleagues and clinicians frequently coming into the business.

From seamless onboarding and ongoing professional development to streamlined access to data, a smooth and hassle free employee experience is essential. In addition, commercial relationships with clinicians tend to follow more of a B2B model, requiring both employee functionality and the ability to be managed and engaged as suppliers.

To take them into the future, PortmanDentex needed a back office solution that can deal with organizational complexity while being robust, efficient and scalable. Oracle Cloud Applications were selected for both Finance and People, with Inoapps as the partner to deliver the transformative project through our fast, phased Inoapps Evolve implementation methodology.



**OBJECTIVES**

PortmanDentex needed a platform that would:

- ▶ Allow them to easily onboard new dental practices
- ▶ Be straightforward and simple to use and access from any device
- ▶ Deliver cost savings through the removal of offline and manual processes
- ▶ Allow integration of systems to ensure efficiency and automation of workflows
- ▶ Ensure colleagues have all the tools, capabilities and systems they need from day one

The project was initiated in the midst of merger discussions, and the original scope was for a two-phase project, implementing first into the Portman estate and then following with the Dentex estate. The project kicked off on this basis. However, the merger was finalized during the global design phase, giving the newly united PortmanDentex the opportunity to re-evaluate. They concluded it would be far preferable to go live together as one organization, and to leverage the program as an opportunity to enable the merger. In order to deliver value in a timely manner, the phased approach was adjusted to deliver Oracle Cloud Human Capital Management (HCM) first, followed by Oracle Cloud Enterprise Resource Planning (ERP).

**“It was inherent in our selection criteria to find a solution that could help us implement the merger in a timely fashion. With the Inoapps Evolve methodology and Oracle Modern Best Practice, we saw how we could bring the two organizations together to arrive at an end state together. It helped us see the light at the end of the tunnel at a very complex time in our organization’s evolution.”**

**Karl de Bruijn**

Chief Information & Technology Officer, PortmanDentex

## SOLUTION

Time to value and getting up and running fast was a key requirement. That, and PortmanDentex's commitment to being a proactive partner in the process, made Inoapps Evolve a natural choice for the program.

With the Inoapps Evolve rapid implementation approach, core functionality is implemented first alongside the adoption of Oracle Modern Best Practice to create a solid foundation for future growth. This is then followed by a managed program of continuous improvement jointly agreed in regular roadmapping sessions.

HCM, including Payroll interfaces, went live on 28 October 2024, with Oracle Cloud ERP and Procurement to follow in early 2025.

PortmanDentex fed back on the high value they placed on the predefined templates and capabilities that came with Inoapps Evolve and how much the collateral helped smooth the implementation.

**"Partnering is key. But also partnering with somebody who has a methodology mapped out along with the underlying collateral to make that methodology work. Having that collateral available ensured we were able to very rapidly meet the timescales we set out, and to meet them with the confidence of the team."**

### Karl de Bruijn

Chief Information & Technology Officer, PortmanDentex

An essential part of any transformation program is how change is managed, and PortmanDentex's very deliberate approach to this greatly contributed to the success of the project. They embarked on a process of familiarizing colleagues with the change. They gathered input and ensured the organization's motivation for positive change tied into the peoples' motivation for moving forward.

With the Inoapps Evolve templates in hand, they then had a tangible real world way to demonstrate the improvements the program was introducing, and to teach how the new processes would work.

## OUTCOMES

The Phase 1 implementation of HCM has been completed and PortmanDentex are excited about their ongoing roadmap, and the opportunities for people across the organization that the new platform unlocks.

The first phase has delivered two major game-changing outcomes for the organization:

- 1 Better tools for teams**  
Access to modern, easy to use platforms and technology that will bring real improvements to colleague and clinician work lives.
- 2 Availability of data**  
Access to up to date data through simple, easy to use tools is empowering on many levels—from giving teams access to the information they need to do their jobs, through to detailed reporting and data-driven decision making.

PortmanDentex has fed back that the Inoapps Evolve approach has shared the knowledge of how to build agile teams. It has also given confidence that short, sharp, fast change delivers benefit very quickly, so that teams can then move on to what's next and be more responsive, which dramatically minimizes project fatigue.

Inoapps Managed Services is now supporting PortmanDentex HCM, and exploratory work is already underway as to where the solution can be expanded now that the core foundation is in place.

## PRODUCTS & SERVICES

Inoapps Evolve rapid implementation approach

### Oracle Cloud Applications

- ▶ Human Capital Management (HCM)
- ▶ Oracle Transactional Business Intelligence (OTBI)
- ▶ Journeys
- ▶ Compensation Modules

### To follow

- ▶ Enterprise Resource Planning (ERP)
- ▶ Procurement

## WHY INOAPPS?

PortmanDentex selected Inoapps based on our experience, approach, accelerators, and importantly, cultural fit. In the words of our customer:

**"We were in the midst of discussions about a merger between Portman and Dentex, and really needed a partner who we could work with very closely that understood the importance we place on clinical freedom and patient first practices, and that our colleagues are at the core of our business. We found that culture fit with Inoapps."**

### Karl de Bruijn

Chief Information & Technology Officer, PortmanDentex

## CONNECT WITH US

Call +44 (0)870 112 2000 | +1 888 305 7525 or email [askinoapps@inoapps.com](mailto:askinoapps@inoapps.com). Find your local office at [inoapps.com/contact](https://www.inoapps.com/contact)

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