

Oracle Cloud Applications and Inoapps Evolve deliver data-driven decision making

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.

With such a diverse and geographically dispersed organization, confidence in data integrity from single source of truth is absolutely essential.

BUSINESS NEED

PortmanDentex grows predominantly through acquisitions, with large numbers of new practices coming into the business. Their original finance processes and systems were not fit for purpose for accommodating this growth with efficiency.

Data sitting in multiple systems and uncertainty regarding data accuracy across acquired practices was hampering business decision making. The merger exacerbated the problem with multiple finance systems running concurrently.

To take themselves into the future, PortmanDentex needed to standardize processes and implement a back office solution that can deal with organizational complexity while being robust, efficient and scalable. Oracle Cloud Applications and Oracle Modern Best Practice processes 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:

- Provide a single system that allows timely access for data driven decisions
- 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
- Integrate seamlessly with other core system, improving end-to-end processing
- Improve the month end timetable

To deliver value in a timely manner, a phased approach was determined 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 were key requirements. 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 went live in October 2024, and Oracle Cloud ERP and Procurement followed in February 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.

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

OUTCOMES

The Phase 2 implementation of ERP and Procurement followed just three months after the successful go live of HCM. This phase built on the two major game-changing outcomes for the organization that were already realized by HCM:

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.

In addition, there are significant new benefits to the organization:

- ▶ All of PortmanDentex are now on Oracle Financials and HCM.
- ▶ Accounts Payable team now has access to Invoice Scanning (IDR), reducing the effort to manage processes.
- ▶ Clinicians, who operate on a B2B model, are associated, billed and paid through Accounts Payable. The first payment run for this happened at speed on day two of the system being live.
- ▶ A fixed assets solution that doesn't rely on manually maintained spreadsheets that need to be consolidated with others held in the Dentex system. Now accounting is automatic and allows for timely reporting.
- ▶ With centralized Procurement, PortmanDentex has financial control and visibility, while the practices can function autonomously. Procurement now works through catalogs with costs based on negotiated bulk purchasing instead of happening at practice level.
- ▶ Previously, only 20% of practices used the procurement system. Those practices have now been brought onto Oracle Procurement with rollout to all practices due by the end of the year. This will both improve processes and increase buying power.

Inoapps Evolve has allowed PortmanDentex to achieve implementation at pace—first HCM and now Finance and Procurement.

Inoapps Managed Services now supports PortmanDentex SaaS, and exploratory work is already underway to establish where the solution can be expanded with the core foundation now in place.

PRODUCTS & SERVICES

Inoapps Evolve rapid implementation approach

Oracle Cloud Applications

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

Added in this phase

- ▶ Enterprise Resource Planning (ERP)
- ▶ Procurement

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