

CADdent®

# Flexible and customized



SERVICE



SERVICE

SERVICE WITH A BITE

[WWW.CADDENT.EU](http://WWW.CADDENT.EU)



# Customer orientation is our philosophy

That of dental technology is a world of individual requirements and solutions. Nevertheless - or because of this - time and cost pressure are constant companions of dental laboratories.

From the very beginning, as a laboratory service provider, we have committed ourselves to supporting our customers not only through quality, speed and cost awareness, but also and above all through a strong customer orientation. Your satisfaction is

our top priority, which is why we focus everything we do on it 100 percent.

We know that a very good performance can only become excellent through comprehensive, honest service.

In the following, we briefly outline the - in some cases unique - services we offer you as a client.



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## Why CADdent as a partner?

Laboratory managers and owners must always keep an eye on the economic side in addition to the demands on quality and aesthetics. This triad of requirements can be mastered better with the

support of CADdent, because it is usually time-consuming preparatory work that costs time, ties up staff and is modestly remunerated.



## 1. CADdent helps to reduce fixed costs

Why buy a cow when you just want a glass of milk?  
In-house CAD / CAM machines mean high investments that have long-term effects as fixed costs for acquisition / depreciation or leasing rates.

There are also maintenance, repair, energy costs and training. CADdent enables the immediate, comprehensive use of the latest technology - to the extent that you need, when you need it.

## 2. Efficiency and added value increase

CADdent, just as an extended workbench, enables laboratories to concentrate on their real strengths again: creating customized, high-quality prosthetics with their own signature. Work steps which are time-consuming or require personnel that can

hardly be found are outsourced to CADdent. The result: your working time is used more efficiently because it flows into high-quality, appropriately remunerated products.

## 3. All options are available

Technical developments in connection with the different personal preferences of the practitioners require an ever wider range of available materials. Own production equipment also requires laboratories to keep these - usually expensive - branded

materials available. CADdent is a partner who can always offer this variety in the most current versions, due to high production quantities. A competitive advantage that costs you nothing.



## Scan / Design service

CAD / CAM in dental technology leads laboratories to a new quality of their services. Optimized work processes and innovative materials enable prosthetics with a level of precision that was previously impossible. By entering digital dental technology, you are laying the most important cornerstone for your development in the coming years.

With CADdent, the transition from manual to digital work can be done very individually. Our service is based on how far your laboratory has already reached the digital workflow.

Our scan and design service can be used as an introduction.

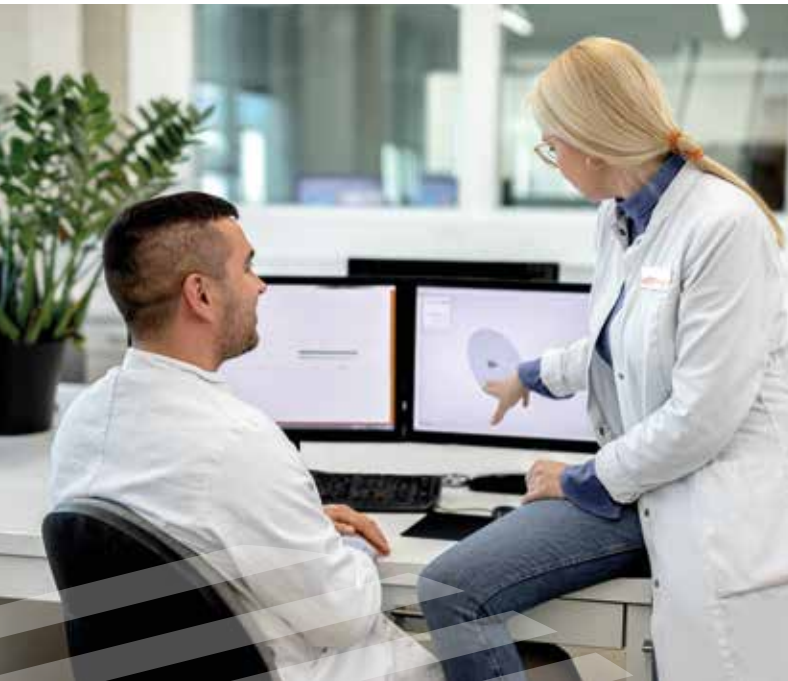


## Analog

- You create a conventional plaster model from the impression
- This model is sent to CADdent and scanned by us
- Based on this scan data, experienced CAD specialists create your desired design
- The respective product is then manufactured using the LaserMelting, milling or 3D printing process
- If you deliver us models, you will receive the work back adapted

## Digital

- You scan yourself and send this scan data (or intraoral scan data) to CADdent
- Based on this scan data, experienced CAD specialists create your desired design
- The respective product is then manufactured using the LaserMelting, milling or 3D printing process





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# Your direct line to us

CADdent offers you all options to process orders and place them quickly and efficiently.

## 1. The configurator

The „On-line order“ button on the CADdent website leads directly to the configurator. Upload design data and easily configure multiple patients or materials at the same time. On request, select helpful services and define shipping and delivery. Your orders are saved and can be viewed at any time or repeated if necessary.







## 2. The upload tool

With the Transfermanager you can send us your orders at lightning speed. Directly from your design computer or any other workstation, without having to log in via the browser. Comfortable, fast and efficient.

## 3. The service app

With the CADdent app you always stay transparently informed. So you can keep an eye on the status of your orders anytime and anywhere - even when you are on the way to the dentists. Simple and flexible via smartphone (Google Android and Apple IOS).



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# Extra services make life easier

## Standby

Time is money: you benefit from an unbeatable price and leave us an additional working day of production time. The Standby service helps you save money. There is another important advantage to the economic component: fewer transport processes mean less environmental pollution.

## OneDay

No-one else can hardly promise you something like that! If you choose the OneDay option and send in your data by 9:00 a.m. (LaserMelting CoCr / titanium / gold and milled zirconia) or 12:00 a.m. (milled CoCr / titanium), your order will be dispatched the same day. What is special about this service is that CADdent always reserves LaserMelting and milling systems for you to implement OneDay orders. This is unique on the market.





### Express Service

For urgent orders which arrive after the deadline and shall be produced the same day. Prior consultation by phone is required to check whether enough machines and staff are available to ensure express processing.

### Goodwill insurance

Are you worried about misprints and damages? It feels good to know that your work is insured. With our all-round carefree package you are completely covered. In the worst case, we will produce the insured work for you again.

### Guarantee

Our requirement – your satisfaction: if a product does not meet our high quality standards, due to material or processing defects, we will replace the product free of charge within the respective warranty period.

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*from technician to technician*

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