

APEX DENTAL PARTNERS: UNIFIED IMAGING AT SCALE

How Apex Dental Partners Unified Imaging and Boosted Case Acceptance with SOTA Cloud

The Challenge: Disparate Systems and Processes

As Apex Dental Partners expanded its network of 50+ partnered practices across 8 states, a silent problem grew behind the scenes—imaging chaos.

- ➔ **Complex IT infrastructure** with on-prem servers, complicated setups, and constant updates.
- ➔ **Workflow bottlenecks** that slowed care and frustrated clinical teams.
- ➔ **No remote access**, limiting doctors to office desktops.

“Doctors couldn’t access images unless they were in the office,” said Dr. Layla Lohmann, Co-founder and Clinical Director, Apex Dental Partners. “It slowed down care and frustrated the team.”

Additionally, training new staff was difficult, and troubleshooting pulled time away from patient care. Apex needed a better way.



Dr. Layla Lohmann,
Co-founder and Clinical Director

The Solution: Switching to SOTA Cloud

Apex chose SOTA Cloud, a fully cloud-based dental imaging platform compatible with virtually any sensor or practice management system. It eliminated the burden of on-prem software and unlocked powerful new capabilities:

- ☑ **Centralized Imaging, Less IT Overhead**
SOTA Cloud replaced Apex’s patchwork of systems with a single, cloud-based platform, eliminating on-prem server management and easing the load on IT.
- ☑ **Anywhere, Anytime Access**
Doctors can now securely view images from home, during meetings, or between offices, keeping patient care moving without delays.
- ☑ **Seamless Adoption Across Locations**
With one system for all practices and no need to replace existing equipment, SOTA Cloud made standardization simple and cost-effective.
- ☑ **Easy to Learn, Even Easier to Use**
Training new staff is no longer a hurdle. The platform is intuitive, reducing friction and improving team adoption from day one.

Adding AI & Patient Education Videos to the Workflow

Apex Dental Partners used SOTA Cloud as the hub for connecting Pearl Second Opinion, an AI tool for real-time pathology detection, and iCore Academy for patient education—both embedded into the platform to ensure provider usage and consistency in care.

➔ **Faster, Clearer Patient Communication**
Pearl's AI overlays turn X-rays into color-coded visuals that highlight issues like caries and bone loss, making explanations faster and clearer. "I used to spend 15 minutes explaining why a patient needed a crown. With Pearl, I can do it in two," said Dr. Lohmann.

➔ **Education That Extends Beyond the Chair**
iCore Academy's on-demand videos reinforce key points, build trust, and boost case acceptance. "It keeps the conversation going even after I leave the room," Dr. Lohmann shared. "Patients feel informed, trust the process, and we've seen case acceptance rise without adding to our workload."

The Outcome: Scaling Smarter, Serving Better

Today, Apex Dental Partners operates on a unified, cloud-based imaging platform that keeps their network connected and efficient. With SOTA Cloud, doctors can securely access images from anywhere, enabling real-time collaboration and faster decision-making. Standardized workflows and simplified training have reduced IT demands, giving clinical teams more time for patient care.

Pearl's AI enhances patient communication with clear, visual X-rays that speed treatment acceptance, while iCore Academy extends education beyond the appointment to build trust and clarity. With these tools, Apex is positioned to scale confidently, embrace innovation, and deliver exceptional care well into the future.

Key Results



Higher Case Acceptance & Growth

Case acceptance increased across the organization, with Dr. Lohmann's practice nearly tripling production.



Scalability & Consistent Workflows

Improved scalability allows Apex to grow while maintaining standardized workflows and high-quality care across all locations.



Quick Team Onboarding

Faster, simpler onboarding enables new staff to contribute sooner and maintain productivity.



Efficiency Gains Across the Board

Lower IT workload and faster diagnostics reduce delays, improving both operational efficiency and patient care.



"SOTA Cloud has just been a game changer for us. It's allowed us to streamline our workflows, and I can still be there for my team, even if I'm not physically in the office."

Dr. Layla Lohmann,
Co-founder and Clinical Director