



**UNCOMMON SUPPORT:**

## **OUR COMMITMENT TO SERVICE**

**See how Patterson Dental offers ongoing access to valuable practice resources.**

The entire service and support system at Patterson is built around one goal: making sure you get the most from your dental technology. No one helps dental practices choose, install, onboard and make use of their technology every single day better than Patterson.

Above all, that means we stand behind our technology with comprehensive service and support. Our best-in-class customer support continues with repair and preventive maintenance, and our local teams of highly skilled service technicians ensure prompt, on-time service when you need it.

**PATTERSON<sup>®</sup>**  
DENTAL



– check with your sales representative to hear about upcoming events.

Also, Patterson Dental is a partner of VivaLearning, a leading provider of free, ADA CERP accredited dental continuing education (CE) webinars. You can find a listing of upcoming, live dental CE webinars at [pattersondental.com/services/continuing-education](http://pattersondental.com/services/continuing-education). Registration is free and takes just moments.

## TechEdge

Patterson works proactively to keep your technology functioning properly, and to provide opportunities for your practice to maximize its use. That effort includes employing the largest technical service team in the U.S. for in-office service, and a massive support center for phone and online support.

TechEdge, Patterson's technical service team, includes more than 900 service technicians on local branch teams nationwide, ensuring that support is always a phone call away.

With years of CAD/CAM experience, and continued training to stay on top of industry trends and new technology, our team is capable of handling almost any concern. Whether you need equipment repair or preventive maintenance, our expert technicians will keep your practice running smoothly.

## Patterson Technology Center

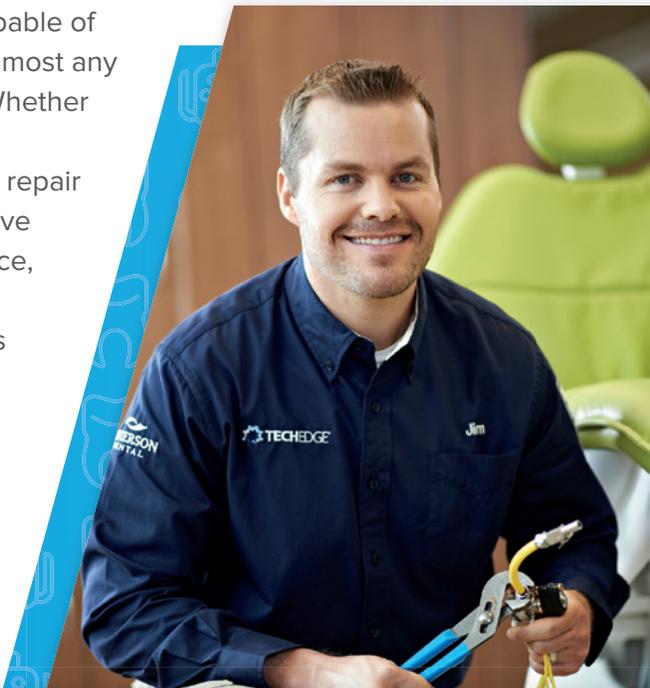
The Patterson Technology Center (PTC) is a 100,000-square-foot facility in Effingham, Ill., staffed with teams that are always ready to help via phone, email and online chat. The PTC fields more than 4,000 calls each day – more than 1 million a year – with more than 90 percent of them resolved on the first call.

With the industry's most knowledgeable, highly skilled support specialists, our team is able to provide you with assistance on everything from data conversion and service dispatch to equipment troubleshooting. In fact, teams are equipped with resource rooms that house the exact equipment and technology that is being supported – meaning they can actually see the issue from your point of view.

Plus, staff at the PTC are constantly updating an online FAQ system to provide passive training and support experiences you can access at your leisure.

## Continuing Education

Your local Patterson branch is fully committed to helping your practice team continue to stay on top of industry trends and best practices. Many local branch teams host continuing education opportunities



**Experience comprehensive service and support on your equipment and technology purchase. Visit [pattersondental.com/services](http://pattersondental.com/services) to learn more.**