



Progident, Another Asset of the ACDQ

First, I would like to pay tribute to the 50th anniversary of the Association des chirurgiens dentistes du Québec (ACDQ) and congratulate the entire team for its many accomplishments and successes in the last fifty years! Progident is one of them since our affiliation with the ACDQ is a guarantee of sustainability and success for the Association, its staff, and especially its members.

Acquiring a computerized management solution is a major investment. Not just in terms of the software, but also the annual updates, staff training and the technological equipment to be purchased. How would you feel if your management solution maker closed shop? You would definitely panic! Unfortunately, this happens all too often.

Luckily, the investment of Progident's customers is better protected. In fact, Progident is not just some small software maker, but a company with over 50 IT specialists that enjoys solid ties with your association, the ACDQ.

How did Progident come about?

It started with CTRL, a company that had been designing management software for the dental industry since 1992 and already had the largest number of dental offices in Quebec as clients.

In 2004, to support its growth, CTRL joined forces with the ACDQ, which wanted to protect its members' interests by providing them with a durable and reliable computerized management solution. So Progident Inc. was created (March 2004) in the form of a

strategic partnership between CTRL and the SSD (Société de services dentaires (ACDQ) inc.), a 100% subsidiary of the ACDQ. For its part, the ACDQ became owners of the Progident software source codes.

CTRL's clinical and financial management solutions were then renamed Progident/Clinic and Progident/Finance, and the new company known as Progident, half-owned by the SSD, took off.

What sets Progident apart from the competition?

The strategic partnership between CTRL and the ACDQ brought together two fundamental areas of expertise: dental expertise and software development expertise. Since Progident was founded, its customer base has grown by 72%, making it Quebec's dental management software leader, with an estimated market share of 36%. It has steadily grown in an extremely competitive market.

Setting the course for satisfaction!

Beyond the technology, satisfying people has always been our priority. We know that we need to continuously innovate and compete with ingenuity to keep our customers extremely satisfied. That is why we are developing new ways and tools to get closer to them and learn more about their needs, expectations and degree of satisfaction.

For example, since 2004, our annual satisfaction survey, which is sent to all our customers, has enjoyed a participation rate of more than 30%. In last 11 years, the satisfaction rate for

Progident software products (satisfied or very satisfied customers) has remained above 95%, with an average of 98.3% in the last seven years, and a rating of 98.5% in our latest survey (2016). I am sure you will agree that this is an outstanding result!

However, without the invaluable assistance and support of our customers, these results would be impossible, because in doing so, they contribute to our continuous improvement process.

The future of management: Progident Go!

In 2016, Progident is showing leadership once again by launching Progident Go!, a cloud computing-based computerized management solution for smaller dental offices.

Progident Go! is the product of major technological development of Progident's application platform. It is revolutionary in its simplicity and modernity and will gradually transform our product portfolio thanks to contributions from Web and mobility technologies.

Proud of what it has accomplished since 2004, the Progident team is more motivated than ever. We know that the future holds wonderful surprises for our customers, and we cannot wait to share these with them!

Still have questions about Progident? Feel free to visit our site at www.progident.com or call us at **1 800 650-0143**.