

Switching from Mango and Sesame to **Adit saved Peace Garden Dental 22 hours/ week**



Meet Peace Garden Dental

Peace Garden Dental PLLC in Fargo, North Dakota, led by Dr. Swati Kumar and Dr. Derek Weigand, is committed to delivering comprehensive, compassionate care for patients of all ages. To serve a growing patient base and streamline day-to-day operations, the team needed a more unified tech stack. After hearing glowing reviews from other practices in Facebook groups, Office Manager Allyson booked a demo with Adit and quickly saw its value.

Challenges

- Disconnected systems (Sesame, Mango, Open Dental e-services)
- Limited texting and phone customization
- In-office form completion caused delays
- Manual patient confirmations and high no-shows
- No online payments or payment plans
- Heavy admin workload and external billing dependency

Results

2X**Review** volume increased**15%****Payments** processed via Adit Pay**22****Hours** saved per week**25%****Cancellations** filled using ASAP lists**50%****Patients** complete forms digitally before arrival**50%****Reduction** in no-shows**Reduced** admin workload and eliminated the need for external billing

Switching to Adit has been one of the best decisions our office has made. As a growing office, we need a platform that improves efficiency, supports our team, and enhances the patient experience, without breaking the budget. Adit delivered all of that.



Allyson
Office Manager

Life before Adit

Before Adit, the practice used Mango for phones, Sesame for reviews and messaging, and Open Dental e-services for forms and reminders. The result: too many disconnected tools that required manual work, extra support, and inefficient processes. Forms had to be printed and completed at the front desk, patients had no way to pay online, and phone system changes required inconvenient support calls.

Using multiple systems that didn't talk to each other slowed us down," said Allyson. "We were sending consent forms by mail and chasing payments. We didn't have much control.

appointment confirmations cut no-shows in half and saved the front desk about an hour a day.

We were using Sesame for a year and a half and didn't get nearly as many reviews as we did in six months with Adit," said Allyson. "We used to spend so much time confirming appointments. Now it's all automated and we've saved about an hour a day.

Adit to the rescue

After implementing Adit 6 months ago, Peace Garden Dental consolidated communication, forms, payments, and reviews into one intuitive platform. Allyson and her team quickly adopted features like editable voicemails, two-way texting, digital forms, and payment plans. These tools made it easier to personalize outreach, automate admin tasks, and improve the patient experience.

It's amazing how everything is in one place now," said Allyson. "We can personalize our messages, track who's confirmed, see who's calling, and handle payments all without extra platforms or back-and-forth.

02 Faster Intake Processes Save 5 Hours/Week

Digital Forms allow patients to complete intake and consent documents before their visit, which is crucial for those undergoing sedation or requiring guardian consent. Meanwhile, the ASAP Lists feature helps the team fill 25% of last-minute cancellations effortlessly.

We used to send forms by mail," said Allyson. "Now we text them and track completion in real time. It saves our team at least an hour a day.

03 Simplified Payments with Adit Pay

The team implemented Adit Pay two months ago. Since then, 15% of patient payments are now processed online. Adit's automated statements and payment plans save around 7 hours of administrative effort each week.

Automating statements alone has saved us at least 5 hours a week," said Allyson. "We never offered payment plans before Adit because it was too much work. Now patients pay online, and we don't have to lift a finger.

The transformation

01 Double the Reviews, Half the No-Shows

By switching from Sesame to Adit's review tool, Pozative, the practice doubled its review count in just six months. At the same time, automated



Peace Garden
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04 Total Control Over Phones and Schedule Visibility

Voicemail updates and call forwarding are now handled in minutes without needing support. What used to take lengthy support calls to make small changes, Allyson can now do on her own in 5 minutes. The mobile app also keeps doctors and staff in sync, even when they are out of the office.



The doctors love being able to check their schedule from home, especially over long weekends,” said Allyson. “Before, we were checking schedules through Open Dental e-services, and it was, like, a whole process to get into it. Whereas Adit is just so much easier.

