Responding to customer needs... whenever, wherever

When Henry Schein acquired Minerva Dental in the summer of 2008 they both had teams of highly qualified service engineers and naturally there was some concern amongst the teams as to what the new combined department would look like and how it would work. They needn’t have worried. What emerged from this union was a symbiotic relationship that has proved extremely valuable for Henry Schein Minerva, for their team of Service Engineers and most importantly for their customers.

Gary Maycey and Lee Totterdale are two of Henry Schein Minerva’s Service Engineers, each come from very different backgrounds, but each have the same drive and desire to solve problems and help customers run smooth and efficient practices.

Gary joined Henry Schein in 2002 and is predominantly based in the South East, while Lee covers territories in Wales. Henry Schein Minerva’s extensive resources are now enabling each Service Engineer to cover a smaller and more local area, allowing them to be more responsive to customer needs.

Lee’s first experience of Henry Schein was when Minerva Dental, was acquired in the summer of 2008. Of course there were some initial reservations about procedures and ways of working that naturally go alongside such an event, but Lee admits these concerns were unfounded.

“There were about 15 of us working for Minerva Dental whereas now we have a team of about 40, this means we have more resources to call upon when we need them. We’ve really formed a tight unit, share our experience and help wherever we can. We also work very closely and are part of an overall field team of 100 who are calling on practices every day”.

Although Henry Schein Minerva’s team of Service Engineers covers the whole of the UK, individually they tend to work in the same local area most of the time, servicing their local customers and managing their work and time locally. But behind them lies a rigorous system that co-ordinates schedules, plans installations and ensures that the whole team is working efficiently and meeting the needs of customers at every level.

Gary and Lee tend to divide their time between installations, service call-outs and Henry Schein Minerva’s Planned Maintenance Programme. Maintenance of surgery equipment is extremely important with the rigors of everyday practice taking its toll. It should be just like servicing a car regularly. Signing up to the PMP is a way of ensuring as far as possible that all surgery equipment stays in excellent working order.

Henry Schein Minerva are suppliers of a wide range of manufacturer’s equipment including chairs, digital x-ray systems, OPGs, scanner systems, and the knowledge the service engineers have of the many types of hardware and software is extensive. One aspect that Lee has found particularly impressive about Henry Schein Minerva is the level of training they receive as engineers.

“We are all factory-trained and visit the manufacturers’ facilities to be trained by their people. This gives us a fantastic in-depth knowledge of the working capacity of the equipment.”

Gary also appreciates the importance of really good training and his experience of the speed of technological advancement within in-dental equipment underlines the need to keep up-to-date with change.

“We have to be multi-skilled and have knowledge of the whole range of systems. Now lots of equipment is moving towards digital and the ease of use, installation and diagnosis of problems is becoming more computer based, plus it’s a lot cleaner for us to deal with!”

After installing, repairing or servicing equipment, a formal “handover” strike normally takes place with the practice principal and relevant members of staff. This includes a broad summary of the workings although more in-depth training is available from Henry Schein Minerva’s team of hi-tech specialists if required.

After-sales support is a key factor at Henry Schein Minerva and Gary and Lee are proud of the role they play, ensuring the customer experience is always a positive one and encouraging personal recommendation.

“Part of our job is to be a ‘friendly face’ for Henry Schein Minerva and this role involves lots of different aspects. Part of it is to set the customer’s mind at ease and reassure them that we are only a phone call away.”

Both Lee and Gary have worked on a number of installations during their time at Henry Schein Minerva. One of the biggest installations Gary worked on was a complete refit of a 7-surgery practice in London’s West End. The practice refit involved surgeries located on three floors and in a basement and the project provided some unique challenges to the team, who completed the refit in just seven days. The Henry Schein Minerva team worked with technicians from a number of different manufacturers to achieve the desired goal and the dentist was delighted, not only with the speed of the refit but also with the quality of the craftsmanship.

“We planned the whole job with military precision and it was quite a challenge to keep to the very strict deadlines we set ourselves. Manoeuvring the dental chairs up the building’s narrow staircase gave us a few scary moments but those are the challenges that give you most job satisfaction.”

Both Gary and Lee clearly have great enthusiasm for their jobs and they enjoy being in control of and responsible for their day to day time management. Gary loves speaking directly with the customers and has an amazing knowledge of a wide variety of equipment.

“Everyday is varied, whether installing new equipment or carrying out planned maintenance, providing the best solutions for our customers is the most satisfying part of the job. It’s great to be part of a highly trained national team, but doing a fantastic job for the customer is what really makes the difference.”

The job of a Henry Schein Minerva service engineer is both varied and challenging and one day is never like another. Both Gary and Lee appreciate this flexibility and the fact they are able to work with a wide range of equipment from some of the world’s leading manufacturers, all underpinned by the solid foundation of Henry Schein Minerva is a winning combination.

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