

Scores of advantages



By Rebekka Russell

Doctor Jeevan Sivalingam is a dentist based in the outer South Eastern suburbs of Victoria. Jeevan graduated from the University of Queensland in 2005, and has since worked in several private dental practices. He is a member of the Australian Dental Association and regularly attends continuing education courses both in Australia and internationally.

Jeevan is the founder and principal dentist of Lynbrook Dental Care, located within the Lynbrook Village Complex, and worked with Dentequip for the fit-out and installation of the practice.

Jeevan was in Victoria for about 12 months when he heard of Dentequip through an industry professional, David McKay (who recently joined the Dentequip team as Sales Manager). Jeevan was quick to engage the services of Dentequip for the fit-out and installation at Lynbrook, which was completed in late 2010.

Cale Ziola, Director of Dentequip, located in Laverton North, highlights the experience and knowledge that he and his team have that is specific to the dental industry. In addition to site management and co-ordination of tradespeople, Cale and the team have the knowledge to ensure that the site complies with BCA (Building Code of Australia) and DDA (Disability Discrimination Act) requirements and that the layout is practical and comfortable for dentists and patients.

Cale says, "Other fit-out and installation specialists quote a six to eight week installation, and we were able to do Jeevan's in less than five, without compromising on quality. We aim for a standard of excellence and we delivered that to Jeevan. He's happy with the result and so are we."

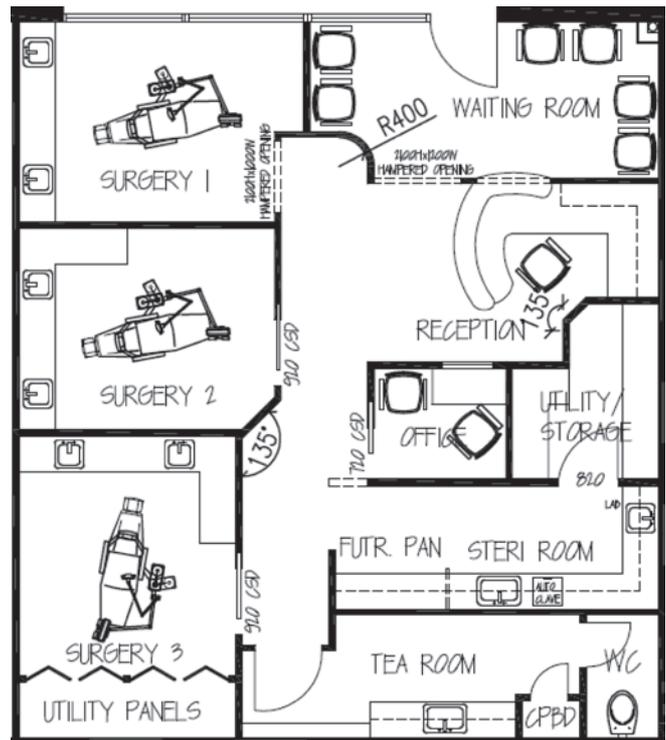
Jeevan had the site designed in collaboration with a designer in the US. He also had a clear idea about what he wanted with regard to materials and colours, however, the design was created online. Cale and the team at Dentequip were instrumental in working out the practicalities of getting the practice fit-out and installed, for example dealing with plumbers and other tradespeople. The team also had to change some of the dimensions to make the practice wheelchair accessible.



The team at Dentequip were very helpful throughout the process, Jeevan says, "The good thing about working with Cale is that he's got good practical knowledge of the dental industry as opposed to general builders."

Though Jeevan had a clear idea about what he wanted, previous experience had made him weary of what he needed for a successful, head-ache free installation. Jeevan had been involved in a few fit-outs in Queensland, where the practice had sub-contracted the work out to tradespeople. This proved to be, "A nightmare, it took a lot longer than expected, plumbers wouldn't turn up and dealing with tradespeople, particularly for a dentist, was not a very pleasant or easy experience. So having someone else [this time] who could deal with all of that side of it was definitely a good thing. It made it very easy."

When asked about what sets Dentequip apart, Jeevan enthusiastically replies: "The thing that sets Dentequip apart from other fit-out and installation specialists is that the team organises everything and you only have to deal with them. This is a big advantage of using Dentequip instead of doing it all yourself, which is not a good idea, from my point of view. The thing that sets them apart is Cale's knowledge of the dental industry. You can actually talk to him about practical things that other people don't know, or won't appreciate. Talking to Cale is almost like talking to another dentist."



"I was kept informed of what was happening the whole time and I was able to stay involved in the project, this was my baby, and I was very happy about the time-frame and the quality in the end. Cale is somebody who knows what you're talking about and the specific requirements within the industry. I was happy with the initial quote and I'm very happy with the way it turned out. Everything has stood up well over time and any minor issues, Cale has come back and he's been able to fix. The ongoing support has been really good."

Jeevan describes the whole fit-out and installation process as, "Quite simple in the end. We did a lot of planning, and once we started the fit-out, to once it ended, it was actually quite a quick and simple process."

"We didn't really have too many hiccups. It was smoother than I expected. The team at Dentequip was able to organise all the building requirements and make sure it was all done within the time-frame. I initially gave them four weeks and it was all finalised within four and a half weeks, so I was very happy with that. I was prepared, and fearful of a repeat of my previous experience, but it really made a difference having one person who can relate to all those people."

"I would definitely work with Dentequip again. We are currently working on another fit-out and install and we've run into some issues with Council, and Dentequip has now taken over that part of it. So again, it is one less thing for me to worry about. The team is down-to-earth, easy to work with and provides ongoing support. Through our previous work I've developed a good relationship with Cale and definitely trust."

Looking ahead to future projects, Jeevan is eager to recommend Dentequip to other dentists and specialists and says, "I actually already have, based on the fact that they are easy-going, a trustworthy company and a professional company to deal with. They're an easy company to deal with." ♦

Dentequip's office and showroom are located in Laverton, and the company provides free consultations by appointment. Visit Dentequip's website www.dentequip.com.au for more information about the products and services Dentequip provides. Alternatively, call 1800 336 837 between 9am and 5pm, Monday to Friday, to speak to one of their friendly service delivery team members.