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 Tottendale 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 the need to keep up-to-date with change.

“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.”

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 working efficiently and meeting the needs of customers at every level.

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.

Lee and Gary also appreciate the importance of really good training and his experience of the speed of technological advancement within 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 case of use, installation and diagnosis of problems is becoming more computer based, plus it’s a lot cleaner for us to deal with!”

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. Maneuvering 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’s training and experience.