Prident SmartSourcing™ Services: Outsourcing for Today’s Cost-Effective Dental Lab
Prident SmartSourcing™ Services
A Progressive Business Model.

What challenges does your business experience due to the complexities created from the digital revolution, globalization of the work force, and the downturn of the economy? High priced capital investments, employee retention, and profitability issues are front-and-center concerns of many laboratory owners. While the pressures are high, they are not insurmountable. Different thinking allows us all to seize new opportunities for growth. Let DENTSPLY Prident provide your lab the flexibility to increase production, deliver quality, and stay competitive.

Prident employs hundreds of trained dental technicians to produce a full complement of tried-and-true prosthetic restorations, available to support your lab as necessary, with the technical accuracy you require.

Prident’s state-of-the art dental laboratory, located in Shanghai, China was founded by two U.S. dentists with the same strict codes and inspection regimens employed by U.S. laboratories – for confidence in material safety and efficacy.

Working with DENTSPLY Prident is smart business because you can:

• **Grow your capacity** – as necessary without investment in additional staff, equipment or office expansion
• **Handle peak demand with ease** – alleviating seasonal or excess work capacity
• **Compete with lower priced labs and win** – creating a value-tier product with the high-quality you expect from DENTSPLY
• **Increase product assortment** – growing profitability with expanded Prident services or new in-lab products that you do not currently offer

That's more than outsourcing – it's resourcing. Isn’t it time to Lab Smarter™ with DENTSPLY Prident?
Prident SmartSourcing™ Services

It Starts with Quality Materials

FDA Clearance for the U.S. Market.

DENTSPLY Prident, a wholly owned subsidiary of DENTSPLY International and an ISO-9001 certified laboratory, guarantees that all materials used in the making of each and every dental prosthesis has received FDA market clearance for legal U.S. distribution. Because Prident seeks to truly be your full-service laboratory partner, we offer DENTSPLY and other market-leading product brands.

To your doorstep, we can deliver a full complement of customized service options, including: precious metal copings, porcelain fused-to-metal crowns or bridges, full-cast crowns, inlays/onlays, partial denture frameworks, flexible partial dentures, diagnostic wax-ups and provisional partials.

Prident is confident in the material quality and craftsmanship of its finished products. A DENTSPLY-backed seven-year warranty for all fixed restorations and a one-year warranty for removable devices are extended with each purchase. For further assurance, Prident also provides independent verification via IdentAlloy® stickers for alloys, and labels of authenticity for porcelains.
To Make Quality Finished Products

To Make Quality Finished Products
Reliable Brands. Consistent Performance. DENTSPLY Prident Guarantee.

**Fixed PFM and All-Ceramic Crown & Bridges**
- PFM crown and bridges
- Ceramco® 3
- All-ceramic crown and bridges – IPS e.max® or Empress®
- For Cercon® zirconia bases we use the following porcelains – Ceramco® PFZ or Cercon® Ceram KISS
- Radica® Provisional

**Removable Partial Dentures**
- Vitallium®
- Lucitone® FRS® flexible partials
- Neoloy® partial framework
- Trubyte® teeth* – Bioform® IPN® and Classic®

**Specialty Products**
- Cercon® zirconia
- IPS e.max®
- Empress®
- Captek™

*When requesting flexible partials or flippers, the laboratory must send teeth along with the impression and Rx form. Prident does not inventory denture teeth. Vitallium is exclusively for licensed Vitallium laboratories only. Captek™ and Identaly® are not trademarks of DENTSPLY International Inc. Empress® and e.max® are registered trademarks of Ivoclar Vivadent, Inc. All-ceramic bridges available only in e.max pressable material. Available in 3-unit anterior bridges and 3-unit bridges up to the 2nd premolar as the abutment tooth.

prosthetics.dentsply.com

1-800-618-2431
Following Stringent Quality Processes
ISO 9001 Certified.

Prident restorations rival the quality of U.S.-based labs.

- **ISO 9001 Certified** – all services are performed in accordance with our ISO 9001 certification.

- **FDA Clearance** – DENTSPLY uses only FDA-cleared materials in the making of all dental prostheses.

- **12-Point Inspection** – From the moment a case enters the Prident facility to the time it is packaged and shipped, our stringent 12-point laboratory quality inspection process ensures your lab receives the same high standards you have come to expect from DENTSPLY.

- **Employee Training** – Prident technicians receive three years of DENTSPLY formal training, plus an additional one year of specialized studies to become proficient at producing restorations that pass the DENTSPLY standard of excellence.

- **U.S.-Based Customer Service** – When you have billing questions or need to track a case, Prident assigns U.S.-based customer service support to manage your concern, circumventing any language or customs barriers. Agents are available live during U.S. business hours, eliminating any potential time delay in working with our Chinese-based facility.

- **DENTSPLY as the U.S. Initial Importer of Record** – Registered with the FDA, DENTSPLY ensures proper trafficking through customs. Our representatives monitor cases from Prident to your lab.
The Prident Process: From Brisbane, CA, to Shanghai, China and Back to Your Lab in Just 9 Calendar Days

<table>
<thead>
<tr>
<th>PHASE</th>
<th>PROCESS</th>
<th>TIME</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer orders are received in Brisbane, CA</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>Orders are reviewed, packaged and shipped to Shanghai, China</td>
<td>3 Days</td>
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<tr>
<td>3</td>
<td>Prident custom fabrication</td>
<td>4 Days</td>
</tr>
<tr>
<td>4</td>
<td>Orders are returned to customer's laboratory</td>
<td>2 Days</td>
</tr>
<tr>
<td></td>
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<td>Total: 9 Calendar Days</td>
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Get Started with Prident SmartSourcing™ Services

Call 1-800-618-2431 or visit prosthetics.dentsply.com to learn more about how DENTSPLY Prident can help to increase your laboratory’s productivity and market competitiveness.
DENTSPLY International, Inc. is a multinational healthcare corporation with operations around the globe and a rich history of excellence. For over a century, DENTSPLY has been committed to providing the dental community with innovative, high-quality, cost-effective dental products For Better Dentistry. From humble beginnings in 1899, the Company has grown to become one of the largest professional dental product manufacturers in the world.

DENTSPLY Prosthetics, based in York, Pennsylvania, is the exclusive provider of all Prident SmartSourcing™ services and is responsible for all sales, shipping, billing and customer service.