

About Umbrella Tech AI

Canada's default Artificial Intelligence enterprise service provider for empathetic, customer centric AI application trusted by Banks, Telecommunications and Utility providers.

Disrupting and revolutionizing accounts receivable space with empathetic AI, leveraging hyper realistic voices that convey emotion and tonality based on context and customer sentiment. Experience all the benefits of AI with the stringent, safety and security expected by banks and financial institutions.



UMBRELLA TECH AI
BRINGING THE AI REVOLUTION
TO YOUR DOORSTEPS
WWW.UMBRELLATECH.AI

Empathetic, Safe & Secure Enterprise AI for Dental Accounts Receivable (AR)



Call and Try Our AI



Toll Free Demo
1 (844) 410-3304

Please note: Demo on a development environment, you may experience hiccups and lags.

WHY CHOOSE UMBRELLA

- **Default AI in Canada for Payment Reminders**
- **Trusted & Used by Banks, Telco and Utilities**
- **Not limited to AR, we can do FAQ, outreach, appointments, reminders and scheduling**
- **PIPEDA, HIPAA, SOC2 & PCI**
- **True AI with Proprietary Empathy Engine**
- **English, Spanish, French & Arabic with many more**
- **Tracker, Dentrix, Open Dental & ABEL Dent**
- **Omni Channel: Voice, SMS & Email**



THE CHALLENGES OF DENTAL COLLECTIONS FOR DSO & DPO

- **Mounting Unpaid Claims:** Staffing shortages and inefficient processes threaten your cash flow.
- **Staff Burnout Crisis:** Overworked employees risk errors, turnover, and lost productivity.
- **Costly Claim Denials:** Errors in coding and documentation silently drain revenue.
- **Patient Payment Risks:** Economic pressures increase unpaid bills and bad debt.
- **Scheduling Nightmares:** Poor scheduling harms patient satisfaction and revenue.
- **Attrition Threat:** Losing skilled staff increases recruitment costs, reduces efficiency, and endangers your practice stability.

UMBRELLA'S AI SOLUTION TRANSFORMING DSO & DPO AR



AUTOMATE TASKS

Eliminate tedious tasks (eligibility checks, claims filing, billing) to boost productivity and staff satisfaction such as insurance verification and processing / adjudication.



ENHANCE PATIENT ENGAGEMENT

AI-powered personalized reminders and payment solutions improve patient satisfaction and timely collections through voice, email & SMS.



ACCELERATE REVENUE

Significantly reduce A/R days, enhancing cash flow and fueling practice growth.



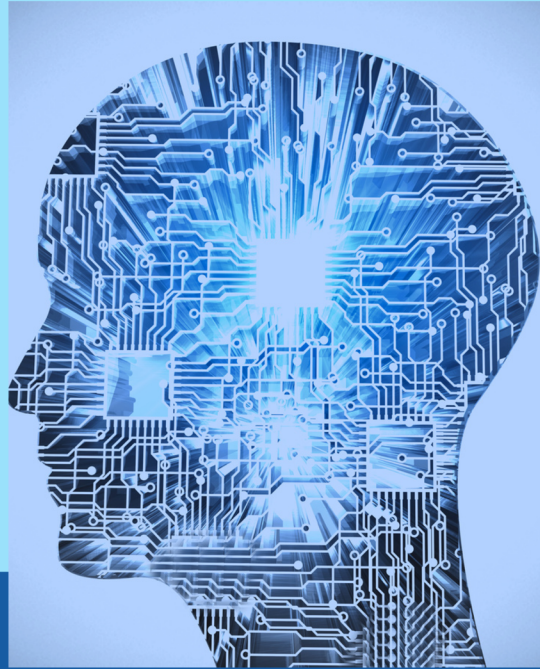
OPTIMIZE OPERATIONS

Streamline workflows to cut administrative burdens, enabling your team to prioritize patient care and expansion while also improving accuracy.



PROACTIVE FINANCIAL INSIGHTS

Leverage predictive analytics to anticipate payment trends, proactively address delays, and maximize revenue.



UMBRELLA'S AI VS. HUMAN AGENT

- Consistency
- Accuracy
- Speed
- Scalability
- Availability
- Cost-Effective
- Compliance
- Analytics
- Multilingual
- Omni-Channel

CASE STUDIES

Management Support Organization (MSO):

- Replaced offshore contact centers (India & Chile, AR staff) for MSO of 40 clinics, servicing 4000 patients daily. Umbrella's AI was leveraged for AR, inbound and outbound patient support. Saw a rise in collected AR of 23% with very positive feedback from patients citing they enjoyed using the AI attendant.

Canadian Telco Provider:

- In a 3-week head-to-head challenge on 90-day past-due accounts, Umbrella's empathetic AI outperformed onshore human agents, collecting \$530,000 compared to \$387,000 collected by humans—a clear demonstration of superior efficiency and performance.

KEY BENEFITS & FEATURES

- **Cost-Effective:** Lower expenses than traditional contact centers.
- **Reliable, Flexible & Scalable:** 24/7 availability, no staff turnover. Not limited to AR use case.
- **Plug-and-Play Integration:** Quick setup with dental software and payment processors.
- **Data Security & Sovereignty:** Compliant with HIPAA/PIPEDA; data remains local (Canada/USA).
- **Empathy Engine:** Personalized, empathetic patient interactions and fluid human like conversations.
- **Multilingual:** English, French & Spanish support.
- **Proven Performance:** Trusted by major Canadian banks, telcos, insurance and utilities.
- **Omni-Channel:** Voice, SMS & Email communication.

Considering Contact Centers?

Solution	Cost per hour (CAD)	Cost per hour (USD)	Key Considerations
Offshore Contact Center (Low End)	\$12.92	\$9.00	Language barriers, cultural differences, quality control issues, limited availability
Offshore Contact Center (High End)	\$33.75	\$23.50	High specialized skill costs, higher turnover, ongoing management challenges
Onshore Contact Center	\$37.80 to \$54.00	\$26.34 to \$37.61	High labor costs, training expenses, benefits administration, limited scalability

Umbrella's AI costs significantly less