

# HENRY SCHEIN ONE CASE STUDY



Henry Schein One provides integrated dental software and services to enhance practice management, patient experience, and operational efficiency.

## FOUR KEY INITIATIVES

- 1 Book Club:** Over eight weeks, 150+ customer-facing employees read *Onboarding Matters* together, engaging in weekly discussions to turn insights into action.
- 2 Onboarding Assessment:** Donna evaluated our customer experience, people, processes, technology, and scalability—delivering targeted recommendations.
- 3 Keynote Presentation:** At the annual Henry Schein One Customer Experience Kickoff, Donna's dynamic keynote ignited enthusiasm, inspired collaboration, and sparked ongoing conversations about breaking down silos.
- 4 Optimized Onboarding Services:** We streamlined our approach, empowering teams with the right tools and techniques to create a seamless, impactful onboarding experience.

## BEFORE

### Struggling with Disjointed Onboarding

Before working with Donna, onboarding felt like walking through molasses—slow, frustrating, and ineffective. Teams operated in silos with no clear strategy, leaving customers confused and employees overwhelmed. The lack of alignment led to burnout and declining customer satisfaction.

## DURING

### Implementing a Roadmap for Success

Reading 'Onboarding Matters' was a breakthrough moment. It felt like Donna had lived our challenges—but more importantly, she had a roadmap to solve them. We took action through four key initiatives.

## AFTER

### A Transformed, Scalable Onboarding Program

Donna's book, speaking, and consulting didn't just improve our onboarding—they transformed it. Her simple yet powerful strategies gave our teams the confidence, clarity, and collaboration needed to deliver a best-in-class customer experience. Today, we're aligned, empowered, and seeing tangible results in both customer success and internal efficiency.



Learn more:  
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