

Dental **PRODUCT
SHOPPER**

Celebrating **40 YEARS**



From 1981 to 2021, BISCO has dedicated time, resources, and talent to improving restorative dentistry, with products proudly made in the U.S.



A Growing Legacy

A reflection on BISCO's humble origins and bold innovations

By reputation, BISCO is well known as an industry-leading dental manufacturer that revolutionized bonding with the release of All-Bond Universal, a one-bottle dental adhesive. Now in its 40th year of innovation, BISCO continues to release products that are making a profound impact on adhesive dentistry, while also expanding its reach into new categories.

In commemoration of BISCO's milestone anniversary, we're taking a closer look at the company and the people behind it, including the man behind BISCO's science, research and success—and the company name itself—Dr. Byoung I. Suh. This is a story about how one man's vision led to building a ground-breaking company, with admirable core values as the lifeblood.

One Man's Journey Begins

As a young man, Dr. Suh wasn't set on becoming an entrepreneur. For that matter, he hadn't yet realized his vision for revolutionizing adhesive dentistry. However, he did have a better vision for his life than the one he had known while growing up on the Korean Peninsula, post-WWII.

During this period of tension and poor conditions in Korea, Dr. Suh steadily pursued a bachelor's degree in chemistry in Seoul, graduating in 1960. He landed a job, which was funded by U.S. aid, at a fertilizer factory in Chung-Ju, yet living conditions were still slow to improve. Dr. Suh

sought another path for his future, so he began applying for graduate program scholarships abroad. He eventually found acceptance at San Francisco State University, which offered low tuition rates

Dr. Suh left Korea in 1964 with just \$60 in his pocket, \$10 of which a friend had secretly wrapped in a cigarette. By law, he was only able to leave with \$50, but that extra \$10 would prove critical in starting his new life.

After arriving in California, Dr. Suh worked as a bellhop, busboy, and a teaching assistant. After receiving his master's degree in 1968, he worked as a research chemist in Chicago, developing a restorative composite that became widely used by dentists. In discovering dental materials and chemistry, Dr. Suh found a calling to offer more to the industry through his own venture.

"I was motivated to find a solution in dentistry to bond to tooth struc-

BISCO
Byoung In Suh's Company

ture and metals. I knew I could do this working for another company, or take the risk and start my own company," Dr. Suh recalled. After consulting with his wife, he took the leap in 1981.

The first few years were dedicated to research and development. In 1985, BISCO developed an industry-first reinforced nanofil composite, BisFil-M, which became a foundation for future composites. All-Bond was introduced in 1990, followed by All-Bond 2, the first successful universal dental bonding system, in 1991. Duo-Link Universal, a dual-cured composite luting cement, followed in 1994, and in 1995, One-Step, a single-bottle bonding agent.

BISCO was well on its way to becoming a dental industry leader.

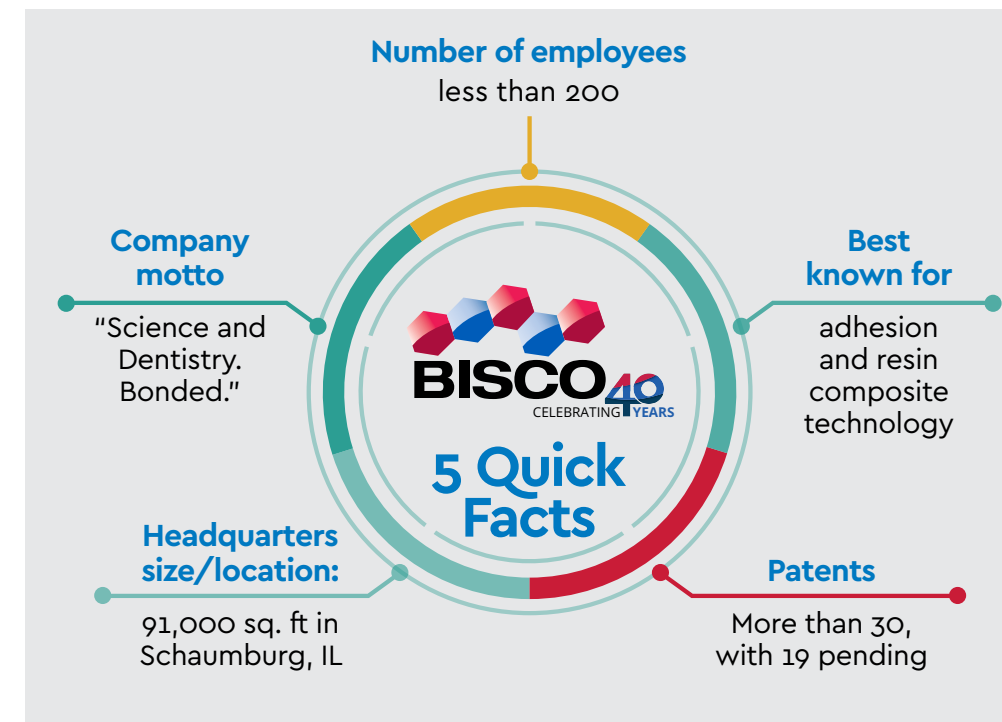
How It Started...How It's Going



Dr. Suh (far right) on staff at UREA Fertilizer Corporation, Chung-Ju, Korea, 1962



Dr. Suh outside of his own company, BISCO, in Schaumburg, IL, present day



Overcoming Challenges

Any growing company is sure to have both struggles and triumphs; BISCO is no different. When asked about the riskiest and most challenging product to develop, Dr. Suh identified TheraCal LC, a resin-modified calcium silicate liner.

"It was actually developed in 2003 but it took many years to solve some of the stability/separation issues before we finally were able to launch it in 2011," Dr. Suh recalled.

Another challenge was making a 2-part adhesive easier for customers, and much time and money was spent on a dispenser that was ultimately obsolete. The team's perseverance eventually paid off with the 2012 introduction of All-Bond Universal. However, when asked about his most memorable moment to date, Dr. Suh identified its predecessor All-Bond, "truly a novel, ground-breaking idea for dentistry" that involved etching dentin at a time when it was still considered "taboo."

Earning & Keeping a Reputation

Aside from BISCO's high level of innovation, what continues to set the company apart is its core values — be respectful, positive, a team player, and a practical achiever. These core values trickle down



We have a great R&D team here at BISCO that I am confident will continue our track record of developing new products, in adhesive dentistry, bioactive materials, and self-adhesive materials, that will enhance the future of restorative dentistry.
—Dr. Byoung I. Suh

from R&D to the sales and customer service teams, who go above and beyond for virtually every call received.

"Whenever we get a doctor on the phone who is having an issue, whether they are a customer or not, our goal first and foremost is to help them solve their problem," said Mary Southern, Western Regional Sales Manager at BISCO.

That level of service goes a long way in nurturing customer confidence. Many dentists have been using BISCO products for years, some as early adopters.

"The people at BISCO really care about

Did You Know?

The BISCO logo is comprised of 5 benzene rings which represent the company's foundation built on chemistry. Each benzene ring symbolizes 1 of the 5 divisions of the BISCO family:

- ◆ Research & Development
- ◆ Quality & Regulatory Affairs
- ◆ Sales & Marketing
- ◆ Manufacturing Operations
- ◆ Finance & Administration

The benzene rings are shown bonded together, as all 5 divisions must work together to carry out BISCO's success. The color blue represents the company's integrity and dependability, while the color red signifies passion for science and innovation.

their products and are extremely proud of them," said Alan J. Acierno, DDS, who has been using BISCO products for nearly two decades. "Unlike other manufacturers, BISCO is not merely selling a product—the reps are telling you exactly what the product does, and through that information, the product sells itself."

BISCO takes customer support a step further with its "Ask the Experts" feature, available 24/7 on its website. Dr. Acierno has found this "tremendously valuable," particularly for the younger dentists he works with. "If you have a question, you can basically get in touch with the lead scientist on any of their products—they are that open and very intentional in making sure that they are talking to their customers," he added.

Dr. Suh believes BISCO's loyal customers are the most knowledgeable about product chemistry and care about their patients by offering them the best adhesive dental solutions.

"By continuing to educate customers and simplifying the chemistry behind the products, BISCO can continue delivering products backed by science to current and future customers," he summarized.

Peer-to-Peer

In *Dental Product Shopper's* history of interviewing clinicians and product evaluators, BISCO earns loyal customers because of exceptional product chemistry and excellent customer service. Below, Sean Sunyoto, DDS, of Pasadena, CA, and George D. Reskakis, DDS, FAGD, of New York, describe their experiences with BISCO.

Q: Dentists have countless adhesive products to choose from. Why BISCO? What sets them apart?

Dr. Sunyoto: To me, BISCO sets themselves apart by having a readily accessible website that is user-friendly with a low barrier to ordering. Meaning, I can take advantage of discounts and ordering by myself without going through another vendor.

Dr. Reskakis: The consistency of their products is what sets them apart. They are easy-to-use and remarkably effective.

Q: BISCO is widely considered a leader in product chemistry. What does "chemical compatibility" mean to you, and why does it matter?

Dr. Sunyoto: Chemical compatibility to me means that my products are all working together. I have confidence my BISCO products work well together—whether it be TheraCal, TheraCem, All-Bond Universal—so that I can achieve efficient clinical success with my work.

Dr. Reskakis: To me, it means I can use their products with almost every composite in the marketplace.

Efficiency Boosters

Q: What are your favorite, go-to BISCO products that you rely on frequently?

Dr. Sunyoto: All-Bond Universal

Dr. Reskakis: All-Bond Universal and TheraCem

Q: How have BISCO products impacted your patient experience?

Dr. Sunyoto: I've used their bulk-fill composite Reveal HD Bulk and that has cut down on time spent on restorations while providing durable and esthetic results for my patients.

Dr. Reskakis: I simply do not have post-operative issues, which is a superb practice-builder. Let's face it: patients don't want it to hurt, and don't want it to fall out! BISCO helps me achieve that consistently.

Q: How has BISCO's product education and customer service experience been for you?

Dr. Sunyoto: Ordering is easy via their website. If I have any issues, calling them is not a hassle at all. There is barely any wait time and their reps are very friendly.

Dr. Reskakis: I've had an excellent customer service experience, which is so rare these days—it's refreshing.

MVPs: Most Viable Products

Meet the other key players in BISCO's current lineup

Latest Additions



TheraBase is a dual-curing, calcium-releasing, self-adhesive base/liner, offering handling and delivery benefits as well as high resistance to fracture and compressive strength to absorb and withstand stress and shock.



FluoroCal is a 5% sodium fluoride varnish with tri-calcium phosphate. FluoroCal provides immediate sensitivity relief to hypersensitive teeth through mechanical occlusion or the "blocking" of dentin tubules.

Primed to Perform



Offering high-bond strength in any curing mode, **Z-Prime Plus** enhances the adhesion between composite resin cements and indirect restorative materials as a single-component priming agent for metals, alloys, composites, and endodontic posts, as well as zirconia and alumina metal oxide ceramics. **ZirClean** is a non-abrasive cleaning gel for zirconia bonding surfaces as well as other prosthetic restorations after intraoral try-in.



Resolving Core Challenges



Core-Flo DC core build-up material is versatile and dual-cured, offering good flexural and compressive strength to cement posts and build up the core, with only one application. **Core-Flo DC Lite** is a lower-viscosity version of the original Core-Flo DC, offering good extrusion and flow, and dispensed with an auto-mix dual syringe.



Meet the TheraFamily

TheraBase joins the award-winning Thera Family, which includes 3 other products:

- **TheraCal LC**, a light-cured resin-modified calcium silicate pulp protectant/liner
- **TheraCal PT**, a biocompatible, resin-modified calcium silicate designed for pulpotomy treatment
- **TheraCem**, a dual-cured, calcium- and fluoride-releasing, self-adhesive resin cement indicated for luting

[Click here to learn more.](#)

Timeline of Modern Innovations

2009

- Launch of **Z-Prime Plus** for bonding to zirconia, alumina, and metal

2010

- Launch of **Core-Flo DC**, a flowable dual-cured, radiopaque core build-up composite

2011

- **Select HV Etch**, a high-viscosity etchant with benzalkonium chloride (BAC), is introduced
- Launch of **TheraCal LC**, a resin-modified calcium silicate liner

2012

- Introduction of **All-Bond Universal**

2013

- **Duo-Link Universal** gets better with easy clean-up and high radiopacity

2014

- **eCEMENT** introduced as one kit for lithium disilicate restorations

2015

- Introduction of **Universal Primer** for dual-cured adhesive procedures
- **Core-Flo DC Lite** self-leveling core build-up material is launched

2016

- Next-generation cement **TheraCem** arrives

2017

- Launch of **Reveal HD Bulk**, a light-cured bulk-fill composite

2018

- Introduction of Pro-V C&B temporary crown-and-bridge material
- Launch of **ZirClean** zirconia restoration cleaner

2019

- Thera family grows with launch of **TheraCal PT** for pulpotomy treatment

2021

- Launch of **TheraBase**, dual-curing, calcium-releasing, self-adhesive base/liner
- **FluoroCal**, a 5% sodium fluoride varnish with tri-calcium phosphate, is marketed.

Additional Resources



Video Testimonial

E-Books



Show BISCO your best case so they can share your work! If you used a BISCO product in your case, post the case in your Instagram story, tag @biscodental and #mybiscocase, and let them know which products you worked with!

How To Reach BISCO



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