

## Excellence in service

**As a local service provider, Duomed works in partnership with your Biomedical- and IT services, to provide the optimal service to the end users.**

**Our goal: optimal life cycle management of equipment and applications.**

Duomed has been offering total solutions in the medical device field for more than 60 years. We are committed to maintain strict standards in terms of quality, precision and user-friendliness. Our internationally recognized brands are synonymous with stability and reliability. Our services cover:

### Equipment and software In servicing

- Each medical system is prepared in our lab and receives a commissioning report.
- On-site installation includes training and follow-up.
- 2 Project Managers are planning the larger installations with the customer and managing our teams and subcontractors.



### Preventive Maintenance

- More than 60 motivated technicians.
- Organised by specialty and managed by 5 coordinators.
- Certified by our exclusive suppliers.
- Sector distribution and weekly rotation: the same technician will do the preventive maintenance, with guarantee of continuity of maintenance.
- 'MUMs' (Maximum Uptime Maintenance service): maintenance outside office hours.

### Repair

- Fast repair interventions on site. One Stop Fix and Go.
- Local warehouses have original parts up to 10 year after production.
- Individual car stock with parts & accessories.
- Certified service tools & software.
- Replacement equipment.
- Own repair Labs.
- Remote Support Helpdesk for IT-related Calls.
- Helpdesk 24x7.



## Excellence in service

### Training

- Training for end-users and key users (train-the-trainer).
- On-site, in the user's language.
- Open Technical training courses.
- System management and Application training.
- E-learning.



### Transparent information

- Modern ERP system covers the lifecycle of your equipment.
- Service Portal helps you manage your equipment.
- Accreditation requirements: direct digital reporting of Commissioning, Maintenance, Repair, Remote Support, Recall, Safety tests, ...
- Document Portal contains the essential product information: User manuals, Service manuals, Certificates, training videos, ...

### Partnership

- Modular contracts, for best fit between your and our services.
- Full Unburdening in terms of technical issues.
- Software Assurance contracts cover clinical evolution, IT evolution and Cyber security.
- Our Service Account Managers take care of regular reporting & advice about your installed base.

**One Stop Fix and Go with Service Excellence.**