

# 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.



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### 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.**