

Excellence in service

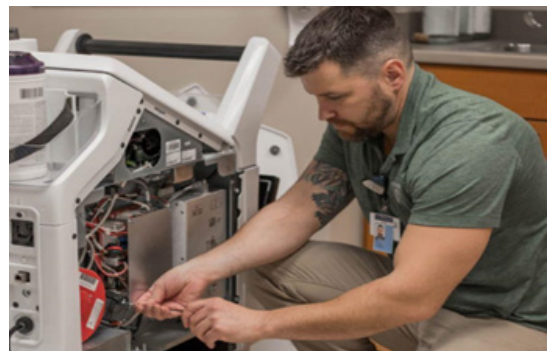
As a local service provider, Duomed works in partnership with your Biomedical- and IT services, to provide the optimal service to the end users.

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.
- 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.
- 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.

Management Team

+32 (0) 3 870 11 22
support.be@duomed.com



Gerrit Vogelaerts
Business Unit Manager



Dave Raes
Team Manager



Jef Nijs
Project Manager



Julien Willems
Project Manager



Dave Van Huffelen
Technical Service Manager
Lab. & Disposable team



Alain De Blende
Technical Service Manager
High Acute Care



Remy Bartels
Technical Service Manager
Medical Imaging



Patrick Lahousse
Technical Service Manager
Sterilization Equipment



Paul Moret
Technical Service Manager
Diagnostics

Lab & Disposable - ENDO

+32 (0) 3 870 11 22
support.be@duomed.com



Dave Van Huffelen
Service Manager Lab. & Disposable.



Danny Broothaers
Internal Service



Peter Laeremans
Service Engineer



David Jelovac
Service Engineer



Bert Int Panis
Internal Service



Ronny De Beer
Service Engineer



Didier Francis
Internal Service



Fabian Finet
Internal Service



Ricardo Garcia
Service Engineer

High Acute Care

+32 (0) 3 870 11 22
support.be@duomed.com



Alain De Blende
Service Manager HAC



Dirk Wilmots
Technical Service Expert



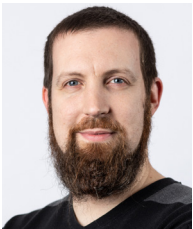
Koen Leemans
Clinical IT Specialist



Tom Haeck
Technical Service Expert



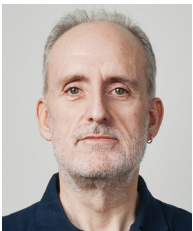
Bernard Serckx
Technical Service Expert



Sébastien Carollo
Service Engineer



Peter Christiaensen
Service Engineer



Philip Comein
Service Engineer



Bram De Vos
Service Engineer



Carlos Fieremans
Service Engineer



François-Xavier Herion
Service Engineer



High Acute Care

+32 (0) 3 870 11 22
support.be@duomed.com



Olivier Hiernaux
Service Engineer



Elodie Jouniaux
Service Engineer



Adrien Machado Alves
Service Engineer



Wouter Mespreuve
Service Engineer



Yannick Meynants
Service Engineer

Open position
Service Engineer



Stéphane Timmermans
Service Engineer



Siemen VD Weyden
Service Engineer

Medical Imaging

+32 (0) 3 870 11 22
support.be@duomed.com



Remy Bartels
Service Manager IMA



Ive Kumps
Technical Service Expert



Arnaud Lemaire
Technical Service Expert



Gilles Dumoulin
Service Engineer



Filip Guillaume
Service Engineer



Stijn Leemans
Service Engineer



Zackary Trivière
Service Engineer



Bert van Bulck
Service Engineer

Sterilization Equipment

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support.be@duomed.com



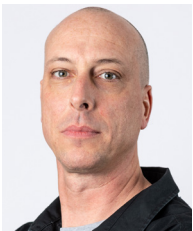
Patrick Lahousse
Service Manager STEQ



Gauthier Bourdoux
Service Engineer



Thomas Claes
Service Engineer



Gunther Dedobbeleer
Service Engineer



Thierry De Schepper
Service Engineer



Frédéric Lanoy
Service Engineer



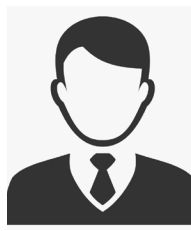
Ludwig Rubbens
Service Engineer



David Chaplier
Service Engineer



Frederic Declerck
Service Engineer



Jérôme Deschamps
Service Engineer



Youness Dyalli
Service Engineer



Philippe Lots
Service Engineer



Kurt Van Droogenbroek
Service Engineer

Diagnostics

+32 (0) 3 870 11 22
support.be@duomed.com



Paul Moret
Service manager DIA



Eric Van Der Herrewegen
Service Coordinator



Fabian Caudron
Service Engineer



Hans De Geyter
Service Engineer



Arnaud de Tiège
Service Engineer



Claude De Vetter
Service Engineer



Xavier Michiels
Service Engineer



Kashif Nasim
Internal Service



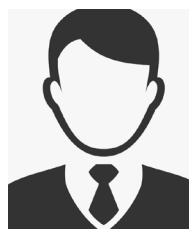
Jonathan Nsabimana
Service Engineer



Johan Van Horen
Service Engineer



Open Position
Service Engineer



Open Position
Service Engineer

Account Management

+32 (0) 3 870 11 22
support.be@duomed.com



Gerrit Vogelaerts
Business Unit Manager



Thierry Hagenmeyer
Account Manager
Technical Service



Sam De Cuyper
Tender Supervisor



Tinne Moens
Internal Sales Specialist
Technical Service



Elke Torfs
Internal Sales Specialist
Technical Service

TECHNICAL SERVICE



Passion meets expertise.



Duomed @ your Service