



PIONEER MEDICAL SUPPLIES L.L.C

Our Company

Pioneer Medical Supplies LLC has been a leading player in healthcare product and services in the UAE since its foundation in 2003.

Under the charismatic and visionary leadership of its founder, **Eng. Essam Al Saleh**, the company has grown and diversified into the main sectors of the healthcare industry, providing advanced distribution and marketing services in the field for the whole of the UAE.

Mission Statement

For us achievement has never been a static quantity. We take it as a developing investment in ourselves and the market. We live and work by the motto

"Continuous Innovation, Change, Flexibility and Partnership" Our internal culture is driven by

Vision

Pioneer Medical Supplies LLC is committed to serve and provide for the Healthcare requirements and needs of the customers it serves with top quality products and services. Pioneer maintains relentless commitment to its customers by continuously developing itself and the improvement of the quality of healthcare services provided.

The same supplies to the services provided to the manufacturers represented in the U.A.E. Through team work, partnership, knowledge, technological innovation and the implementation of the **ISO 9001; 2000 Quality Management System** our company aims to achieve continuous improvement in all our processes and practices

ISO 9001: 2000

In recognition of its high standards of quality management and optimum customer satisfaction, the company has earned the coveted **ISO 9001 - 2000 certification**.

This prestigious acknowledgement of the company's service has been a result of the commitment of the staff and the management of the company to excel and focus on our customers, suppliers and our core competencies and corporate object

Customer Service

We at Pioneer Medical deliver customer care service by attracting and training our people through creation of customer service center in order to manage customer concerns and queries using multiple channels including phone, e-mail and fax.

To ensure the highest quality of customer service, Pioneer Medical invested heavily in technology, Process training to meet the specific needs of our customers. Our customer service representatives are well- trained to treat our clients and customers as their own in order to provide assurance of proper call handling and superior customer care.



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Medical Equipment Department

The vital wing of the Pioneer Medical Supplies LLC commands some of the most distinguished manufacturers of medical equipment in their respective fields of specialization.

The department is at the fore front of introducing the latest and most sophisticated technology in medical sciences in the UAE and provides services for the upkeep as well as training for handling the equipment. Having affiliations with **major international companies** in medical healthcare, the department is in step with the latest innovations and advancements in the field.

Medical Equipment and Devices Service Center

Pioneer Medical Supplies LLC has highly specialized and responsive service team setup that attends to the post-delivery service needs of the clients related to medical equipment and goods.

Pioneer Service Centre gives full service coverage of all the equipment provided by the group. To this end, Pioneer has established workshops in Dubai, KSA and Jordan. These workshops are well-equipped and have qualified and experienced personnel to meet the service requirements of the client at all times. The workshops in Dubai not only carry out equipment service and upgrading but also provide training for the client's staff on the maintenance and keep of their sophisticated systems.

Pioneer Medical Supplies at International Sales Marketing

Due to strong marketing character and vision of the management, the company was able to extend its territorial market to MENA Region (Middle East and North African Region) for selected well-known products. This cultivated the management to open offices at Riyadh – Kingdom of Saudi Arabia, Irbil – Iraq, and Muscat – Oman in short years of business ventures/operations. In addition to that, Pioneer Medical Supplies is able to build and broaden strong and healthy sub-distributorship relations with MENA Associates; this includes Jordan, Egypt, Qatar, Kuwait, Lebanon etc.

Out of the UAE Branch Offices:

- **Riyadh, KSA:** Tel: +966598914880 / Fax: +96614735030
- **Irbil, IRAQ:** Tel: +964662579289
- **Kuwait:** Tel: +96560472568
- **Amman, Jordan** Tel: +96265534447



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Major Projects

<u>Hospital Project</u>	<u>Designated As</u>	<u>Year</u>	<u>Hospital Size</u>	<u>Project Amount</u>
Umm Al Quwain Hospital	Subcontractor	2010-11	180 Beds	25 Million AED
Kalba Hospital, under Ministry of Health	Subcontractor	2007-08	120 Beds	10 Million AED
Afghanistan Mobile Hospital, through Red Crescent	Main Contractor	2007-08	40 Beds	30 Million AED
Canadian Specialist Hospital, Dubai	Subcontractor	2006-07	70 Beds	6 Million AED

Pioneer Medical Supplies had been also acquired series of turnkey projects for several Polyclinics in United Arab Emirates, Iraq and Jordan.

With all our well trained professional engineers, Pioneer Medical Supplies do highly prepared all the time to send any of its staff always for out-of-the country assistance, installations and commissioning.

Major International Companies:

- **Simex – Germany:** High Standard German Brand for General Surgical Instruments.
- **Medtronic – USA:** ENT Products range - NIM monitor for spine and all Facial nerve applications.
- **Hydroclave – Canada** Medical Waste Management
- **ATI – France:** Incinerator Machine
- **Helioscopie – France:** Gastric Band & Gastric Balloon (Middle East)
- **ResMed – Australia:** Sleep Apnea Machines and devices
- **Medisoft – Belgium :** Body Box, PFT and Cardio-Pulmonary equipments.
- **Clinical Innovations – USA:** Gynecology product (Middle East)
- **Vision Sciences – USA:** Flexile Scopes for ENT , Urology and pulmonary – USA, (Middle East)
- **PEAK Surgical – USA:** Precise Surgical Technologies
- **CN Systems – Austria:** Non-invasive Diagnostics Monitoring Systems



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- **Somnomedics- Germany:** Sleep Lab
- **OPEN MRI - Italy:** All Radiology