



# Premium-quality medical equipment and device provider since 2008.

Total Medical Services envisions to be known as the unparalleled medical equipment and services supplier, as well as the most trusted partner for healthcare, within Pakistan. We strive to achieve this by providing our customers quality products with an emphasis on service and values.

## Our Mission

We at Total Medical Services aim to accomplish our vision of becoming the unparalleled medical equipment and services supplier in Pakistan by being dedicated to:

**Reducing cost:** by using our experience and vast network of suppliers to identify, and make available, the highest quality products at the lowest acquisition and operating costs;

**Improving quality:** by providing state-of-the-art medical equipment with the latest technology, which is fully certified according to all relevant international standards and regulations, and by ensuring that the equipment must offer superior features for its intended use, ease of operation, high reliability, safety and effectiveness;

**Building relationships:** by having a client-centric services-driven culture and attitude towards quality and customer service, and by maintaining clear internal and external communication, which shows commitment and builds trust and respect for each other;





Total Medical Services is a medical equipment and device provider located in Rawalpindi, Pakistan, with an unrelenting commitment to help improve public health in Pakistan. Since our inception in 2008, we have aimed to provide our clients, the Medical, Scientific and Allied Health industry of Pakistan, with reliable and exceptional medical equipment, support, and technology management. We do this by forging solid relationships and procuring the required equipment from local as well as international principals. Since day one, our focus has been on patient safety and ensuring that we make the latest and most effective medical equipment available to the Pakistani market.

Every company has its own story of its success. Our journey has involved a steady growth and expansion of our services from Rawalpindi/Islamabad to nation-wide services. We have strived hard to secure key clients in all three major sectors, that is, the Governmental, Armed Forces, as well as Private sectors spread all over the Country. We have successfully implemented significant projects in all three sectors with the complete installation of hospital departments along with additional supply of equipment.

Employees are the strength of a company. Success is only possible with a team that shares the vision of the company and adheres to the company values in striving for the implementation of the company mission. We at TMS have gone to great lengths to provide sufficient technical product training to our Sales team to enable them to provide high-quality and up-to-date advice to our clients to ensure that they make the best choices while investing in medical equipment.

To facilitate our customers further, in 2012, Total Medical Services set up a Bio Medical Lab within the Company to provide basic service, maintenance, and repair of equipment. This eases the process of routine maintenance and repair of existing equipment for our customers.

Maintaining close contact with our customers is imperative not only for providing them the best service possible, but also to make sure that we are in touch with their upcoming needs. This enables us to cater to the customized requests of our clients.

Future growth is dependent on the capacity of a company to change. Our steady growth and ambition to meet our incremental goals has created a company culture of continuous improvement and progression. Growth, for us, is not just an increase in customers or profit. Growth for us means to improve the overall quality of service by bringing the best suppliers and equipment into the reach of our clients through a one-stop service provider. Therefore, at TMS we measure growth by the overall satisfaction of our clients.

To ensure we are ahead of the competition, we stay up to date with the latest present and upcoming technology for medical equipment. We take part in major international forums, in countries such as Dubai and Germany, to stay abreast with the technology breakthroughs from major international suppliers. While pursuing a major goal of country-wide expansion, we are also on the constant lookout to build relationships with more and more international brands. However, we believe that the most important aspect of providing excellent service to our clients lies in our determination to constantly improve our own internal processes and services through trainings, certifications, and restructuring.