

# Hospital Equipment

Committed to providing quality solutions with long-term impact



**MISSIONPHARMA**  
cfaogroup.com

**We accelerate the new Africa**  
[www.missionpharma.com](http://www.missionpharma.com)



Missionpharma is a full-service provider of a complete range of hospital equipment and complementary services – ranging from technical support, on-site installation and training of staff to maintenance contracting and after-sales services.





# We deliver

Over the past three decades, Missionpharma has supplied hospital equipment to numerous hospitals, clinics, health facilities and laboratories all over the world. Our hospital equipment division specialises in providing a complete portfolio of hospital equipment, supported by a full range of services within the field of global health supplies.

The division is a fully integrated part of the Missionpharma Group, a leading supplier of healthcare products, with over 40 years' experience in the global health community.

Our dedicated focus on hospital equipment enables us to offer a complete range of healthcare products and complementary services to ensure optimal solutions to meet specific requirements and challenges. We provide:

- Tailor-made solutions to meet all customer requirements
- Sourcing on any scale: from providing just a few products to managing large, complex projects
- Comprehensive quality management of a complete portfolio of hospital and laboratory equipment
- Logistics management, including consolidation and in-country distribution
- On-site technical support provided by local authorised technicians and biomedical engineers
- A complete range of services, including on-site installation, training of medical staff, maintenance contracting, spare part supply and repairs
- Showroom and local stock of hospital equipment in selected markets.

ABOUT MISSIONPHARMA

- Leading supplier of pharmaceuticals, medical consumables and hospital equipment.
- The world's largest manufacturer of medical kits.
- Leading partner to African stakeholders for the completion of the most complex health projects.
- Part of Eurapharma and the CFAO Group, leading distributors of pharmaceuticals and international brands to the private market in Africa and the French overseas territories.
- Global organisation, headquartered in Denmark, with subsidiaries, affiliates and regional offices in Europe, India, China and Africa.
- Local representatives in more than 40 countries.
- Employer of 200 people worldwide.



Being an integrated part of the Missionpharma Group, our hospital equipment division is supported by a global organisation with subsidiaries, affiliates and regional offices in Europe, India, China and Africa – and over 40 years' experience in the global healthcare industry.



# Sourcing expertise

Missionpharma’s roots in the international pharmaceutical industry have given us decades of experience in sourcing products globally at competitive prices. These sourcing skills allow us to provide exactly the right product at the lowest price to meet precise tender specifications.

Our sourcing skills are matched by a logistics expertise that helps us excel at delivering what we source. Our proven ability to handle complex supply projects ensures reliable delivery to the end destination, even to the most remote clinics or health posts.

Handling product sourcing with multiple suppliers and performing important quality assurance and quality control can be substantial tasks. Missionpharma specialises in managing the entire range of activities involved and offers a single-point-of-contact approach throughout the project.

**Global set-up and local presence**

Our local presence and expertise are essential factors in ensuring efficient and qualified implementation of contracts, optimising communication and minimising challenges in the supply chain. Our vast experience of supplying healthcare products to Africa enables us to meet customer requirements for complete supply chain management, including local distribution.

Our strong and well-established network of manufacturers throughout Asia and Europe enables us to offer our customers an extensive product range at the most competitive prices. We have our own sourcing offices in Denmark, India and China, offering a team of experts in the field of hospital equipment.



**WE DELIVER**

We deliver practical solutions with long-term impacts. Our record of partnering with national governments and international organisations is built on a business model that emphasises efficiency, economy and effectiveness in everything we do. We place great importance on helping our customers get the most from their investment, and on providing solutions that are sustainable far into the future.



# Product portfolio

Our line of hospital equipment virtually covers all needs; it ranges from hospital furniture and laboratory equipment to surgical and diagnostic devices.

Our essential aim is always to supply products that provide optimal strength and durability, while at the same time catering for patient safety.

We continuously aim to optimise the price–quality ratio by always offering our customers the right product at the right price without compromising on patient safety and product quality. Our experience and proficiency – matched with a profound understanding of local challenges, requirements and conditions – underpin our ability to do this.

Through our emphasis on sourcing and on product specifications, we ensure that products always match the individual hospital environment in which they will be used.

EQUIPPING HOSPITALS

We provide a complete portfolio of equipment, which satisfies the need of any hospital department - from general medical and surgical units to maternity departments and intensive care units.



HOSPITAL FURNITURE

Hospital beds, examination tables, OT furniture, bedside furniture, medical cabinets, wheelchairs, stretchers, trolleys, IV stands etc.



LABORATORY EQUIPMENT

Bunsen burners, microscopes, spectrophotometers, laboratory glassware, thermometers, centrifuges, balances, incubators and ovens, pipettes, bio-safety cabinets, cell counters etc.



DIAGNOSTIC EQUIPMENT

Stethoscopes, BP apparatus, glucometers, thermometers, haemoglobinometers, radiology equipment, CT scanners etc.



ANAESTHESIA AND RESUSCITATION

Anaesthesia machines, Ambu bags, laryngoscopes, fluid warmers, defibrillators, oxygen concentrators and cylinders, CPAP etc.



COLD-CHAIN EQUIPMENT

Refrigerators, blood banks, cold boxes, vaccine carriers, cold rooms etc.



STERILISATION

Autoclaves (electric/non-electric), table-top autoclaves, instrument boilers etc.



OPERATING THEATRE

Surgery lights, vital-signs monitors, infusion pumps, operating tables, defibrillators, suction pumps etc.



SURGICAL INSTRUMENTS

Sets for general surgery, orthopaedics, obstetrics and gynaecology, paediatrics, ophthalmology, circumcision etc.



MISCELLANEOUS ITEMS

Height measures and weighing scales, suction machines, percussion hammers, baby incubators/ warmers, hospital linen, electrosurgical units, X-ray viewing boxes etc.

# A sharp eye for quality

We believe in delivering high quality in everything we do. That is why our Quality Management Programme encompasses all activities that can influence the quality of our products and services. We are constantly reviewing and expanding our standards and capacity to stay ahead of requirements, while still ensuring the most valuable price-quality ratio.

Handling the sourcing of hospital equipment from multiple suppliers and performing sufficient quality assurance and quality control throughout the entire supply chain can be substantial tasks. Our aim is always to supply products that provide optimal strength and durability, while at the same time catering for product maintenance and patient safety.

## Matching needs

Through our emphasis on product-specification compliance, we ensure that products always match the individual hospital environment for which they are intended. Our ongoing quality-monitoring programme allows us to submit product samples for analysis to independent laboratories and execute customised product tests.

We have auditors on-site to pre-qualify manufacturers, perform random quality control during production, and carry out physical inspection of goods. We ensure availability of a complete range of product documentation, such as data sheets, raw-material certificates and installation instructions – as well as service, operation and training manuals.



‘Everything we do revolves around patient safety and product quality, which is why cross-functional quality assurance is incorporated at all levels.’

– Klaus Snej Jensen, COO and Chief Pharmacist



# Service and maintenance

Missionpharma offers a unique and diverse portfolio of competences within hospital equipment. To ensure optimal utilisation and durability of the equipment, we provide a wide range of complementary services.

Our permanent team of accredited local technicians and biomedical engineers provides technical support and a complete range of after-sales services. These services include technical support, installation, maintenance, repair, spare parts, and training of medical staff on-site or at the manufacturer's site.

**Local alignment**

Service agreements are always designed in close co-operation with the customer, and particular attention is paid to the type of products and to the state of repair. A thorough evaluation of the recommended preventive maintenance measures is always undertaken.

Close co-operation with the local healthcare staff is crucial to ensure that the maintenance plan takes full account of their capacity. We strongly believe that any task that can be performed by the local maintenance staff should be kept with them.

**SERVICES**

Our service portfolio includes, among others:

- On-site technical support
- Installation of all types of equipment
- Maintenance and service agreements
- Repair and spare part supply
- Training of medical staff



‘We help our customers achieve optimal use of their purchased hospital equipment by offering installation, training and customised maintenance plans.’

- Julien Mathevon, Director, Hospital Equipment



# We partner

**We believe in co-operating closely with our customers to ensure that they make the most of their investment and we always seek to build relations that enable us to deliver efficient and sustainable solutions.**

The global market for hospital equipment is often characterised by a non-transparent structure, which is mainly caused by a diverse supplier base and a general lack of standardised product specifications. These factors often lead to customers facing difficulties in assessing the quality of the final product.

## Sustainable impact

Managing the supply chain for hospital equipment – including product sourcing, quality monitoring, in-country distribution, installation, training and after-sales services – poses complex challenges. At times, we experience medical equipment being left untouched in its original packaging at hospitals because suppliers have failed to install the equipment properly, to train the medical staff in correct use, or to provide maintenance plans.

Drawing on Missionpharma's experience of over 40 years in the global healthcare industry, coupled with in-depth understanding of the challenges faced by many of our customers, enables us to offer the right solutions to meet customer needs. At the same time, we vouch for quality, affordability and transparency throughout the entire supply chain.



‘Our business approach is based on understanding the environment in which the equipment is intended to be used. We specialise in adjusting our services to specific local requirements and customer challenges to ensure that our solutions make a sustainable impact.’

– Julien Mathevon, Director, Hospital Equipment





# A safer way

Every year, thousands of accidents happen along the M1 highway, which stretches more than 1,000 km across the country of Malawi. Safety is a serious challenge and a great concern for the government. Immediate access to professional medical treatment is crucial, and Missionpharma is proud to have contributed to just that in Malawi.

‘We have played a central role in improving health facilities along the highway,’ says Country Manager Finn K. Jensen of Missionpharma. No fewer than five new trauma centres have been established along the route, together with dozens of upgraded health centres in districts all over Malawi – so ensuring that injured people have access to fast and efficient medical treatment.

Missionpharma has supplied the new trauma centres and clinics with a large range of orthopaedic, medical-rehabilitation and general hospital equipment. ‘Not only did we supply the products requested, but also we organised the safe transport of equipment to health facilities all over Malawi – often to areas that were difficult to access,’ explains Finn K. Jensen.

‘When supplying hospital equipment, it is important to ensure not just the supply of the product but also its proper installation, maintenance and servicing in order to achieve optimal use,’ emphasises Finn K. Jensen. ‘The local technicians at the health facilities must be suitably trained in how to install and operate the equipment,’ he continues, ‘and sufficient after-sales services must be provided – a service that was offered in Malawi by local technicians contracted by Missionpharma.’

To safeguard long-term optimal use of the products, Missionpharma – together with a local engineer and our agent in Malawi – conducted a post-inspection tour to visit the health centres one year after completion of the contract. ‘It is highly satisfying to have personal experience of our achievements in Malawi,’ concludes Finn K. Jensen. ‘The difference we make to patients as well as to healthcare staff is something to be proud of. It makes our ambitions of contributing to progress in Africa real.’



- New Trauma Centres
- Health Centres
- M1 highway



# Backed by the best

Missionpharma has joined forces with the strongest and most progressive companies in the pharmaceutical, retail, automotive and equipment-distribution industries in Africa. Since 2012, we have been a proud member of Eurapharma and the CFAO Group – a multi-billion-dollar group owned by Toyota Tsusho Corporation. This makes us stronger and better equipped to continue to support our customers with sustainable solutions for many years ahead.

The CFAO Group has a strong presence on the African continent as a distributor of brands within retail and equipment. Eurapharma is one of the leading distributors of branded-originator pharmaceuticals to the private market in Africa. Our partnership opens the way for a series of mutually beneficial business synergies and opportunities, and provides us with direct access to a comprehensive distribution network in Africa.

Missionpharma has always delivered flexibility and efficiency in everything we do. By being part of a larger group, we are now backed by global resources and financial strength, while our customer-oriented focus remains the same. Besides supporting our business in taking on future challenges, this partnership enables Missionpharma to further establish and develop our important wholesale operations in Africa, and to extend our operational reach.

A SHARED VISION

‘We share the vision of being important contributors to accelerating the new Africa within a range of industries. Without a doubt, Missionpharma is much better equipped to strengthening tomorrow’s healthcare in Africa as part of Eurapharma and the CFAO Group.’

– Kim Ginnerup, CEO



OUR ORGANISATION

Toyota Tsusho Corporation is a member of the Toyota Group and is a trading specialist within the automotive, machinery, energy, chemicals and food industries.

TOYOTA TSUSHO CORPORATION

**Employees:** 54,000  
**Annual turnover:** \$82 billion  
**Operational reach:** Over 150 offices and 900 subsidiaries and affiliates around the world

The CFAO Group is a multinational distributor of brands, with a strong presence in Africa, engaged in the sale of brands, particularly within equipment, healthcare and consumer goods.

CFAO

**Employees:** 12,000  
**Annual turnover:** \$4.1 billion  
**Operational reach:** 145 operating offices in 34 countries in Africa and 9 overseas territories

Eurapharma is a leading distributor of branded-originator pharmaceuticals to the private market in Africa. Eurapharma is represented in Africa by its own distribution companies: Laborex, Continental Pharmaceutique and E.P. DIS.

EURAPHARMA

**Employees:** 2,500  
**Annual turnover:** \$1.4 billion  
**Operational reach:** 40 operating subsidiaries in 21 countries in Africa and 7 French overseas territories

LABOREX

CONTINENTAL PHARMACEUTIQUE

MISSIONPHARMA

E.P. DIS

FAZZINI



Missionpharma contributes to progress in Africa  
by strengthening tomorrow's healthcare with  
intelligent solutions and trustful partnerships.

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