



Steady Solutions

steadysolutions-jo.com

**Guides you through
the necessary steps
for success ...**

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About Us

Introduction :

Steady Solutions is a regional provider of Operation, Maintenance, ERP, HIS and Customized software solutions. We are proud to be the first company in the region by providing the market with high quality programs for the healthcare sector.

Our innovative solutions help our customers manage and control day-to-day work and reach excellence. Our ability to adapt and partner with customers makes it easy to create excellent relations with them and reaches our service delivery valued points.

With operations in many countries in the region, Steady Solutions remains at the forefront of O&M and healthcare IT. We are poised to build on our past success and continue to innovate and grow. We believe in setting a solid foundation for a thriving business, from feasibility analysis to staffing empowerment, Steady Solutions guides you through the necessary steps for success.

About Us

Our Strategy :

- | Recognize the development goals of Arab Countries in line with the International Standards for O&M management.
- | Develop strategic methods based on commitment, transparency and responsibility.
- | Maintain a talented, energetic, and devoted team of skilled staff capable of performing up to the expectations of clients.
- | Upkeep contact with large group of specialized experts in the medical Technology and Clinical Engineering.

About Us

Our Mission :

To provide the regional market with high quality O&M, ERP, HIS solutions based on international standards and keeping in mind the regional requirements.

History :

The foundation of Steady Solutions was laid in continuation to a software solutions project which was developed by Eng. Fayad Daraghmeh in 1995. Fayad Daraghmeh proved to be a great talent engineer and within few years made his first release in 1998 for maintenance solutions program to serve the healthcare sector.

Over the years, the list of innovations has been growing to include breakthroughs in providing total solutions to serve many sectors in the market.

Steady Solutions considered the first in the region and most respected provider for OM, ERP and HIS solutions. Since first release in 1998 many organizations and sites that collaborate with us have benefited from every wave of our IT innovation. Here are just few reasons why:

Partnership That Span Many Years

Our drive to help clients accomplish more has made Steady Solutions one of the region's most enduring O&M solutions leaders. When one young Engineer created our software in 1995 by writing programs that made it easier to use information technology, we quickly became the region's first independent O&M services firm.

Global Expertise, Regional Reach

Steady Solutions is a truly local organization. Maintaining a robust presence regionally helps us get to know your enterprise, wherever you operate.

Our high qualified and professional engineers speak your language and operate in many countries. But more important that, we consistently team with some of the most respected organizations locally and regionally to implement medical and technical solutions tailored to meet client specification.

Consistently Inventive: Harnessing New Ideas

Our solutions consistently incorporate cutting-edge ideas and creative new tools to extend that tradition of software's present. Our experts and consultants help you take advantage of the very latest business solutions.

History:

Addressing Your Key Challenges

The Steady Solutions culture of innovation powers every capability we deliver, from systems design to integration. The solutions we design are as varied as the challenges our clients seek to address.

The Best Total Solution

We continually take steps to tailor every element of our solutions - from software, to expertise, to meet the unique requirements of the customers we serve. We use sophisticated metrics to minimize disruption and risk and providing mechanisms to bring you continuous improvement and on-going progress.

Determined To Deliver

We give our clients software and hardware choices with objective advice about how well system work and what they should cost, keeping our clients ahead of the curve with new offerings.

The Quality You Expect

Steady Solutions was the first organization in the region to deliver full solutions in 360° that includes unique modules for quality control, KPI and Evaluation tools by providing four Levels of our software. Our unmatched commitment to quality management brings to you: Efficiency Improvements, Productivity Gains and Lower Total Cost.

What's Most Important To You?

It's a question we never stop asking: Improving efficiency and reducing costs as well as making it easier for customers to access the services they need.

While some customers need to be more agile to capitalize, others seek a sharper focus on the core mission. Whatever the vision of your progress, the Steady Solutions team stand ready to help you make it happen.

About Us

History :



First release for our Program MB Basic

- Customer Satisfaction Priority
- Program Development Progress
- Customization Process
- Modules: Index-Asset-WO-PM-Stock Control



Foundation of Alhadaf Medical Company

- Commercial Version introduced
- Installed base grow rapidly up to 15 sites



Continuous Improvement

- Continuous Sales Growth
- Installed Base up to 100 sites
- MB ERP New Version
- New Modules: Sales - HR - Finance - CRM



Total Healthcare Management

- Release OMCare Version for HIS
- Developed Real Live Dashboard
- Developed OVR module for Incident Monitoring
- Developed Electronic Archiving module
- Developed new KPIs for Healthcare management.

1995 - 1997

1998

2000

2003

2008

2009 - 2014

2015 - 2017

2018 - 2019



Program Foundation

- Project Development
- Market Research
- Specification Set up
- Design Lay Out
- MB Program Version 1 Born
- Testing and Beta site installation



Second Release MB Basic

- MB Expansion
- Bilingual Upgrade
- New Modules: Purchasing - Subcontracts



Prominent period

- Sales and Revenue Growth
- Installed Base up to 35 sites
- MB Exp new version
- New Modules: Projects - Training
- Quality - Assurance - Clinical Engineering



OM Solutions Package

- Four Grades: OMPlus - OMProf - OMExp - OMERP
- Completely New Look
- Completely New Design
- C# and SQL Environment
- Installed Base up to 120 sites
- Beyond Traditional Criteria


Team Leader :

Eng. Fayad Daraghmeb B.Sc, CE is a registered professional engineer with extensive experience in the medical device industry as well as biomedical engineering research and consultation. He had a distinguished career with regional and international corporations. Fayad is currently the general manager of Steady Solutions, a company providing technical services and software programs to healthcare and commercial sectors.

Eng. Fayad received a BSc in Electronic Engineering from Portsmouth University, England 1983 and gained many accredited trainings in clinical engineering from international organizations. He authored numerous papers in clinical engineering topics resulting from his extensive engineering experience and has 5 copyrights in total solutions software programs dedicated to Operation and Maintenance, Quality Control, ERP and HIS used by many sites in the region.



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Senior Staff Portfolio :

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Solutions :

The logo consists of a blue circle with a white dot inside, followed by the letters 'OM' in blue and a '+' sign in blue.The logo consists of a green circle with a white dot inside, followed by the letters 'OM' in green and the word 'Prof' in green.The logo consists of a red circle with a white dot inside, followed by the letters 'OM' in red and the word 'Exp' in red.The logo consists of a purple circle with a white dot inside, followed by the letters 'OM' in purple and the letters 'ERP' in purple.The logo consists of a dark blue circle with a white dot inside, followed by the letters 'OM' in dark blue and the letters 'HIS' in dark blue.

Solutions

Objectives :

- | Advanced O&M Management.
- | International Standards.
- | Local and regional requirements.
- | QA and KPI criteria.
- | Operational and financial criteria.
- | Simplification.
- | Customisation.
- | Bilingual.
- | Continuous development.
- | Market Penetration.

In-depth :



Provide features to manage:

- Index Profile
- Crystal Reports
- Barcodes
- Equipment & Asset Management
- Work Order Repair
- Preventive Maintenance
- Stock Control



Go further to control operational cost and increase productivity :

- Index Profile
- Crystal Reports
- Barcodes
- Equipment & Asset Management
- Work Order Repair
- Preventive Maintenance
- Stock Control
- Sub Contracts
- Purchasing



In-depth :



Be more expertize and effective decision making

- Index Profile
- Crystal Reports
- Barcodes
- Equipment & Asset Management
- Work Order Repair
- Preventive Maintenance
- Stock Control
- Sub Contracts
- Purchasing
- Projects Commissioning
- Installation Planning
- Training and continuous Education
- Cost Control analysis
- Quality Assurance
- Key Performance Index
- Benchmarking
- Dashboard
- Equipment Tracking
- Engineers Evaluation
- Service Provider Evaluation
- Maintenance Protocol Evaluation
- End User Satisfaction
- Clinical Engineering Learning



In-depth :



Full solutions in one package

- Index Profile
- Crystal Reports
- Barcodes
- Equipment & Asset Management
- Work Order Repair
- Preventive Maintenance
- Stock Control
- Sub Contracts
- Purchasing
- Projects Commissioning
- Installation Planning
- Training and continuous Education
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- Quality Assurance
- Key Performance Index
- Benchmarking
- Dashboard
- Equipment Tracking
- Engineers Evaluation
- Service Provider Evaluation
- Maintenance Protocol Evaluation
- End User Satisfaction
- Clinical Engineering Learning
- Sales
- Finance
- Human Resource
- CRM



Solutions Advantages :



- | **OM Only EMS that has teaching module for CE .**
- | **OM only EMS that works for medical - general maintenance or both .**
- | **OM Designed to work bilingual .**
- | **OM Includes QA & KPI modules .**
- | **OM Includes cost analysis modules .**
- | **OM Complies with international standards & regional requirements .**
- | **OM Includes stock control module .**
- | **OM Generates more than 300 different kinds of reports .**
- | **OM Adaptable, expandable and flexible for customization .**
- | **OM Data security beyond expectation of clients .**
- | **OM Includes Barcoding & Bench Marking .**
- | **OM Includes Operations & Sales Modules .**

Solutions Just Us :

- | **Projects Commissioning**
- | **Installation Planning**
- | **Sub-contracts Planning**
- | **Training Courses Management**
- | **Purchasing**
- | **Financial Control**
- | **Quality Assurance and KPI**
- | **Clinical Engineering Learning**
- | **Employees Evaluation**
- | **Service Provider Evaluation**
- | **Maintenance Protocol Evaluation**
- | **Special requirements for Saudi MOH**
- | **Customizations**
- | **Sales: quotations, invoicing and accounting**
- | **Advanced maintenance Indicators:**
- | **Tolerance Period**
- | **Max Expenditure Level**
- | **Safety Factor**
- | **WO priority coding**
- | **Average down time**
- | **KPI**
- | **NFPE**

Services:



Contracts



Consultations



Training



Medical Supply

Contracts :



Contracts

Steady Solutions offer three types of O&M contracts for healthcare providers. Our targeted customers are: Hospitals, Clinics, Institutes, Universities and third party Organizations. Our service programs are designed to keep medical equipment running in peak condition at a guaranteed cost savings.

• Total Equipment Management Program (Comprehensive Contract)

Our turnkey program provides total control of your equipment at a guaranteed low cost. Our computerized management software (OM_{exp}) will track all of the equipment in the client's facility. This serves as a valuable tool in determining overall equipment performance and overall service cost analysis.

Program Benefits:

- Typical cost reduction of %20-30
- Fixed cost eliminates budget catastrophes
- Full or part time technical staff
- On-site management assures quality services and compliance with international
- 24 hours a day, seven days a week coverage for all repairs and maintenance.

• Transition Specialty Program (Manpower Contract)

In order to minimize long-term equipment maintenance costs, Manpower Equipment Management Contracts will assist the health care facility in stabilizing their maintenance program. Steady Solutions will provide all necessary resources to include the hiring and development of staff, acquiring tools and test equipment, technical resources and the creation of a database necessary to both execute and manage such a program.

Contracts :



Contracts

● Biomedical Consultation Program (Consultation Contract)

Steady Solutions offers a wide range of services to deal with the specific needs of our clients. They include technology assessment, Maintenance evaluations and asset control such as:

- Pre-purchase equipment evaluation.
- Equipment inspection on arrival.
- Preventive maintenance schedule and achievement.
- Equipment corrective maintenance.
- Clinical Application Training programs.
- Medical, technical and radiation safety programs.
- Implementation of quality assurance program
- Implementation of maintenance evaluation protocol.
- Implementation of our unique software program (OM).
- Financial analysis for all technical services
- Spare-parts supply.
- Equipment replacement protocol.

Consultations :



Steady Solutions is one of the regional leading management consulting firms. We support clients in important decisions on strategy, operations, technology, organisation and quality awareness such as:

- Software Development.
- Clinical Engineering.
- Technical Training and Education.
- Maintenance Contracts.
- Hospital Information System.
- Quality Assurance.
- Safety and Hazard management.
- Contract Management.
- Project Commissioning and Evaluation.
- Import, Policies, Rules and Regulations.
- Certification preparation.
- Institutional Development.
- Statistical and annual survey.
- Hospital equipment and supplies.
- Hospital Renovation Techniques.
- Policy & Procedure for BME.
- Priorities of Equipment Inspection.
- Equipment replacement and Budgeting.
- Technical and Engineering Evaluation.
- Operational Cost Analysis and Control.
- Equipment Management Program.
- Maintenance contracts and Work-shops.

Consultations :



Consultations

We have extensive experience in national and international quality requirements and compliance issues.

1. Systems development and implementation

We help clients review their current quality protocol in relation to international quality standards and can design, develop, implement and establish quality manual. We can also provide expertise in experimental design, analysis and documentation. We can also assist the clients with a hazard and risk management protocol required to support regulatory approval.

2. Audit and training programs

We can perform audits, develop and conduct training programs for all areas of quality clinical engineering.

3. Planning and implementation of action

We can formulate practical and strategic solutions for responding to warning matters. We can assist to correct violations and bring clients in to compliance.

4. QA database design and management

We can develop advanced, compliant, state-of-the-art clinical data management systems. We use leading edge technology to customize your project needs ranging from database design through data entry and database lock.

5. Quality teamwork, service

Our dedicated, experienced staff provides innovation and commitment to create, coordinate, and deliver results. With our simplified Clinical Database System, you receive quality solutions which meet rigorous clinical standards.

Consultations :



Consultations

We are also aware of a full range of regulatory services to meet all of your needs. Our approach is proactive with the goal of making the process less complicated and time consuming.

Our experience with many international Associations related to regulatory issues can help to minimize burdens and accelerate achievement. Such organizations as:

- AAMI, Association for the Advancement of Medical Instrumentation.
- AHA, American Hospital Association.
- ANSI, American National Standards Institute.
- FDA, Food and Drug Administration.
- ISO, International Organization for Standardization.
- JCAHO, Joint Commission on Accreditation of Healthcare Organization.
- NFPA, National Fire Protection Association.
- NCE, National Safety Council.
- JCI, Joint Commission International.



Technical:

Medical services including, operation, maintenance of medical equipment will only be affordable when every possibility to improve cost-effectiveness is exhausted. Our aim is to achieve a high level of medical equipment services by the least costly means. Through education and technical training our clients will be able to tackle and manage problems cheaper without quality suffering.

- Hemodialysis Machines
- Radiology and X-ray Equipment
- Laboratory Equipment
- Life support equipment
- Monitoring Equipment
- Sterilization
- Dental units
- Electro-Surgery Units
- Lithotripsy Machine
- Ultrasound Units

Clinical:

- How to establish a systematic maintenance program.
- Equipment replacement and budgeting.
- Quality Assurance for BME.
- Hospital renovation techniques.
- How to investigate incidents related to medical equipment.
- How to establish BME policy and procedure.
- Equipment priority coding system.
- Evaluation of your maintenance program.
- Employee Evaluation technique.
- How to establish equipment contamination program.
- Radiation management program.
- Electrical safety in medical care areas.
- How to interview and hire BME,s.
- How to establish job description for BME,s.
- How to develop your own software for BME management.

Training:



Training

Application:

Having well-trained and qualified staff will increase your future productivity and quality improvement and insure that your team have a comprehensive understanding of the principles of operating medical equipment safely.

Our application training program designed to equip hospital local staff with the tools and skills needed to operate and maintain medical equipment up to the standards and requirements of the manufacturers. Our Engineers are trained to a very high level on the tools that we employ, and through qualification and certification from leading manufacturers, we are able to offer training solutions across a wide range of products.

The program provides feature to train clinical and technical staff with all needed minor and major steps to operate safely the following products:

- Anesthesia machines and life support equipment.
- Monitoring and cardiac care equipment.
- Portable and general care equipment.
- Laboratory Equipment.
- Electro-Surgery Units.

Services

Medical Supply :



Medical Supply

It is our commitment to provide high quality medical equipment and products as medical technology evolves human life and health increasingly dependent not only on the abilities of doctors, nurses, and technicians but also on the proper functioning of the medical equipment used to diagnose diseases. Steady Solutions applies its extensive expertise with medical technology management to help clients make optimal purchase decisions regarding new or reconditioned equipment. Our professional engineers know the "ins and outs" of medical equipment industry. Steady Solutions is a dealer for several manufacturers of medical equipment and supplies from USA, England, Germany, Japan and China. You can count on us to provide you with the highest quality medical equipment and supplies for all of your healthcare needs:

- Life-support.
- Therapeutic.
- Monitoring and diagnostic.
- Ventilators and anesthesia.
- Surgical and laser equipment.
- Telemetry systems.
- Imaging and radiology equipment.
- Laboratory and science equipment.

Clients :

Our client's portfolio includes numerous government and private sectors.
Notable among our customers are:

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Sites Western Region

M&C Hospital- Jeddah
KAMC- Jeddah
East Jeddah Hospital
Althagher Hospital
M&C Hospital Makkah
IEC Jeddah
Plus 27 More

29

Sites South Region

KMG Hosp Aseer
Abha G. Hosp
Abha M&C Hosp
KM M&C Hosp
Namas G Hosp
Abha MT
Surat Obaidah
Najran G Hosp
Plus 21 More

16

Sites Eastern Region

KFGH - Hofuf
M&C hosp Hofuf
PSCC - Hofuf
Aljubail Hosp
Qateef General
PSCC - Dammam
PBJ Hosp - Ihsa
Oyoun Hosp-Ihsa
Plus 8 More

30

Sites Central Region

Prince Salman Hospital
KKGH - Alkharj
South Riyadh Hospital
Univer. Gassim
M Team Gassim
PSCC Gassim
Shenan Hospital
Plus 7 More

* Kingdom of Saudi Arabia

Shifting to Digital Maintenance

Benefits :

- | Reduce cost by %10 up to %15 .
- | Facilitate PM, CM, Safety and Performance etc ...
- | Manage labor productivity and parts control .
- | Expose equipment performance indicators such as:
MT, MTBF, MTTR, TP, MEL, WOP and many more...
- | Fast archiving and retrieval of data .
- | Pre-planning and quality improvements.
- | Accreditation's .

Shifting to Digital Maintenance

Implementation :

- | Site Survey.
- | Hardware and Software Installation.
- | Asset Inventory.
- | Coding and Tagging.
- | Employee Training.
- | Data Entry.
- | Data Dictation and testing.
- | System Go Live.

Why Choose us :

- | Vast experience.
- | Proven performance record.
- | Synergistic partnership with clients.
- | Innovative, strategic in approach.
- | Flexibility.
- | Proactive management.
- | Comprehensive.
- | Effective interface with international organizations.
- | Strong communication.
- | Quality, efficiency and cost reduction.
- | First in the region to develop EMS and QES .

Commitment :

It is our commitment to keep clients:
Trained Updated Satisfied
Tackle technical and management problems,
Create new plans and assume new responsibilities.
Where Together efforts lead us to
more success.

What's New !

- | OM 2019 Version completely new design, new look.
- | New O&M and HIS solutions modules.
- | Creative ideas been implemented
- | Focused on Communications, Quality, Healthcare ,Operations and beyond traditional workflow.

Message to our Customers :

Success is not destination,
it is a journey.

We want to travel the journey of success together with our Customers
now and in to the future...



Steady Solutions

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