

AVENSYS BIO-MEDICAL ENGINEERING

WHAT IS AVENSYS ENGINEERING?

Avensys engineering employs the best Bio-Medical Engineers in the country to provide a professional, quality assured, maintenance and repair service for bio-medical equipment.

We work with both independent medical facilities with relatively small numbers of assets through to NHS trusts with thousands of assets. Our national network of engineers ensures we are never far away and can respond rapidly to any issues.

24
HOURS

OUR NATIONWIDE NETWORK OF ENGINEERS MEANS TYPICALLY AN AVENSYS ENGINEER IS WITH YOU WITHIN 24 HOURS OF RECEIPT OF YOUR CALL

WHY SELECT AVENSYS?

Avensys' Repair and Maintenance division is the cornerstone upon which the business has been built.

From the outset, a decision was made to employ the best engineers in the country – a decision that continues to this day. This strategy combined with regular OEM training updates and a seamless back office system means our engineers can maintain and repair all your medical equipment with minimum disruption.

ISO13485, ISO9001 and ISO14001 certification means that we are constantly improving our operational processes in order to deliver an ever improving standard of service.

OUR HIGH STANDARD OF SERVICE RESULTS IN A CONSISTENTLY HIGH CLIENT RETENTION RATE YEAR ON YEAR

98%
RETENTION RATE

KEY BENEFITS



SERVICE & REPAIR

Our engineers receive regular in-house and OEM training as part of our continuous improvement programme, ensuring we continue to provide a professional maintenance and repair service.



AUDIT SERVICE

Due to the nature of the working environment, medical equipment is continually moving locations. This can result in a lack of clarity regarding device location and condition. Avensys' audit service provides a list of assets alongside all relevant data.



ON-SITE ENGINEERING

If required, we can establish an on-site service centre enabling our resident EBME engineers to work closely with your clinical team ensuring equipment is serviced and always ready for use.



ENGINEERING SUPPORT

We can supply engineers for any projects you require - from servicing backlogs and commissioning through to equipment audits.



HEALTH-INVENTORY MANAGEMENT SYSTEM

Avensys H-IMS gives you visibility of the status of your equipment 24/7. Easy to use with a simple colour code showing the status of each asset and clear charts representing KPI metrics.



NATIONAL COVERAGE

We have a network of engineers across the UK, ensuring we are always available to visit your site when needed, typically within 24 hours.



ACCOUNT MANAGEMENT

Avensys clients are allocated their own Account Manager. This ensures you have one point of contact who knows the exact details of your contract and account requirements.



QUALITY ACCREDITED

ISO9001, ISO13485 and ISO14001 accredited.



CONTRACT MANAGEMENT

We can manage your OEM contracts and negotiate better pricing on your behalf.



AVENSYS H-IMS

In response to customer feedback on existing medical device management systems, the decision was made to custom build the Avensys Health-Inventory Management System (H-IMS). H-IMS has a better visual interface than alternative systems and whereas other systems have a licence fee, H-IMS is provided free of charge to unlimited users.



Status	Asset	Serial
Overdue	32293	3040I-2013-04I-017
Upcoming	AMS14348	0500-0826-0095
Not Presented	0	
In Repair	0	3040I-2011-131-005
BER	13529	CV23696
Unmanaged	0	3040I-2008-291-016

DEVICE STATUS

Using H-IMS you can see at a glance the service status of all the medical devices in a given location. A straightforward colour coding system indicates whether devices are in date, upcoming, overdue, not presented, in repair, BER or unmanaged.

This is all presented on a web based customer interface to which you have unlimited personnel access 24/7. Should you need additional access, there is no charge.

KPIs

H-IMS provides clear graphical representation of our performance against pre-defined KPIs. Customers can view information such as 'In Date Vs Overdue' assets, jobs raised, closed and open jobs and jobs year to date.



H-IMS IS PROVIDED FREE OF CHARGE TO CUSTOMERS. NO LICENCE FEES AND NO LIMIT ON THE NUMBER OF USERS.

£0.00



VIEW BY LOCATION

An advanced asset search functionality enables you to view devices by location under various hierarchical levels such as hospital, ward or room.

ACCOUNT MANAGEMENT

As an Avensys customer, you will be allocated a dedicated account manager. Having one contact that knows the details of your contract and understands the way in which you work ensures a smooth work flow, from the booking of engineers on to site through to invoicing.

This single contact point is available to answer any queries you may have, and more than being just an administrator, is tasked with ensuring the smooth running of your account.

Contact us for further information on our services.



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