

SERVICE PROFILE



SERVICE PROFILE

SERVICE PROFILE

INTRODUCTION:

SNO Tech Health Care is committed to fulfill its customer demand through service and took necessary practical steps towards the commitment. An independent workshop with all latest measuring and testing tools is on process to set-up. Factory training in abroad offered to the relevant engineers to ensure highest quality professional service. SNO Tech Health Care taking the ambitious challenging target to become “Number One” as a service provider among the national (local) companies. Our service range consists of more than two Hundred customer locations around the country and is rapidly increasing.

SERVICE PROFILE

TECHNICAL PERSONNEL AVAILABLE: LIST OF ENGINEERS (A few mentioned)

1.

Name : **ENGR. ABDUL KHALEK**



Qualification : B.Sc. Engr. EEE (Electrical & Electronics Engineering)
 Service Experience : About 20 years
 Local Training : Several Local Training by the Manufacturer's Trainers
 Overseas Training : B.Sc Engineering, EEE , worked with AMO last Five years as technical manager and seven years with JCP international as Departmental head (Technical). He has many training like Diploma in Scientific Instrumentation (ISI), Bio-Medical Equipment, HD Machine (Italy, Bellco), Phaco Emulsification System, and Basic Service training from India, Intermediate level II Service training from Singapore, AMO. Basic Posterior Segment Instrumentation from Italy (Optikon). Level I & II Service Training from India, Italy (Optikon).

2.

Name : **ENGR. MIR SAJEDUR RAHMAN**



Qualification : B.Sc. in EEE (Electrical & Electronic Engineering)
 Service Experience : About 15 years
 Local Training : Several Local Training by the Manufacturer's Trainers
 Overseas Training : He worked with AMO (Abbot Medical Optics) – USA from 2008 to 2012 as a senior engineer. Then worked with Haag-Streit Surgical - Germany, Haag-Streit Diagnostic – Switzerland, Keeler-UK, Heidelberg Engineering - Germany, Ellex Medical – Australia, DORC – Netherland last Eleven years as a Technical In-charge for all ophthalmic equipments at Tradevision Limited from 2012 to 2021 .
 With Experience detail : He has many training like Service training on Haag-Streight Diagnostic - (Perimeter Octopus 900, HS Slit lamp, Optical Biometry LS 900) at Singapore 2014, Service training on Haag-Streit Surgical for all kinds of Operating Microscope at Wedel Germany 2018, Service training on DORC EVA Phaco with VR machine at Thailand 2019, Service training on Heidelberg Edge Perimeter (HEP), Heidelberg Retina Tomography (HRT3), Heidelberg Spectralis HRA+ OCT by manufacturer trainer at Bangladesh 2013,

SERVICE PROFILE

3.

Name : **ENGR. MD. NAWAB ALI**



Qualification : B.Sc. in EEE (Electrical & Electronic Engineering)

Service Experience : About 18 years

Local Training : Several Local Training by the Manufacturer's Trainers

Overseas Training : He work with Haag-Streit- Germany, Keeler-UK, Heidelberg- Germany, Alcon-Germany, Baxter-USA, Smiths Medical-UK, ArjoHuntleigh-Sweden, PERRY Baromedical-USA, Bertin Technologies-France, Dameca A/S- Denmark, Air Liquide-France, Paramount- Japan, FMC-Germany, STURDY-Taiwan last Twelve years as Technical In-charge at Tradevision Limited and Five years working experience with Fresenius Medical Care. He has many training like Technical Training on Heidelberg Edge Perimeter (HEP), Heidelberg Retina Tomography (HRT), Heidelberg HRA+ OCT, Technical Training on Alcon Excimer Laser machine, Technical training on Baxter MARS (LD) System, Technical training on Baxter AK98 (HD) System, Technical training on Fresenous Medical Care HD machine. Technical service training from Singapore in the year of 2017, Technical service training from Malaysia in the year of 2017

4.

Name : **MD. NAYAN BISWAS**



Qualification : Diploma in Electrical Engineering

Service Experience : About 12 years

Local Training : Several Local Training by the Manufacturer's Trainers

Overseas Training :

5.

Name : **Md Rifatul Islam**

Qualification : B.Sc. Engr. (Electrical & Electronic)

Service Experience : About 05 years

Local Training : Several Local Training by the Manufacturer's Trainers

Overseas Training :



6.

Name : **Swapan Chakma**

Qualification : Diploma in Electronic Engineering

Service Experience : About 04 years

Local Training : Several Local Training by the Manufacturer's Trainers

Overseas Training :



SERVICE PROFILE

7.

Name : **Md Uzzal Rana**

Qualification : Diploma in Electronic Engineering
Service Experience : About 03 years
Local Training : Several Local Training by the Manufacturer's Trainers
Overseas Training :



8.

Name : **Habibur Rahman**

Qualification : B.Sc. Engr. (Electrical & Electronic Engineering)
Service Experience : About 03 years
Local Training : Several Local Training by the Manufacturer's Trainers
Overseas Training :



9.

Name : **Atikur Rahman**

Qualification : B.Sc. Engr. (Electrical & Electronic Engineering)
Service Experience : About 02 years
Local Training : Several Local Training by the Manufacturer's Trainers
Overseas Training :

**SERVICE POLICY:**

We adopt following system to ensure proper customer service: -

***Free routine maintenance (part of PPM)**

Our Engineers are used to visit all customers' site once in every month within the city area without any charges within warranty period. This is a friendly visit to perform minor preventive maintenance and to discuss the operational and functional problems. We cover whole country similarly in every quarterly.

***On calls / Emergency service**

We maintain the on calls or emergency calls on service. As soon as we find any problem we are used to attend the job within 2-8 hrs within Dhaka and within 36 hrs out site Dhaka.

SERVICE PROFILE

***Warranty, Contractual & Post Warranty service**

We offer priority response to these category customers and try to maintain spare parts stock as much as possible against these category machines. We also offer routine & preventive maintenance for these customers.

***Spares support**

1. Professional installation & service support
2. Technical news on recent up-gradation

***Service tools & Spares:**

1. Complete tool kits for gas driven equipment
2. Complete tool kits for electrical service
3. Complete tool kits for servicing electronic component/ boards etc.
4. Complete tool kits for optical instruments
5. Service manuals, diagrams, installation guidelines, quick service references etc.
6. Fast moving spares and emergency spares for all our supplied equipment.

***Store:** We have facilities to store the first & slow moving spare parts for all of our supplied equipments.

***Service Center:** One at Dhaka well equipped with necessary tools, manuals, drawings, computer systems, Service instruments-operated by trained service engineers.

***Manufacturer training:**

1. **OVERSEAS TRAININGS:** Our service engineers are trained from different manufacturers of USA, UK, China, Sweden, Switzerland, India, Germany, Australia, Singapore, Malaysia, Italy The manufacturer arranged these highly professional, well equipped and skilled training in their factory/ Training center.
2. **LOCAL TRAININGS:** Manufacturers also send their Trainers/ Experts every year (once or twice) to Bangladesh for training and up gradation of our sales and service team on their products. This practice is very much regular with a keen objective from the part of Manufacturer to keep the whole team well concerned on all their recent updates and capable to provide satisfied customer support.

***CONCLUSION:**

We believe service will initiate passive sales, so we emphasis on service. In the beginning we explain our mission to be “NUMBER ONE” among the local service providing companies and looking for the cooperation of all concern to fulfill our mission. Our company philosophy is to be the partner of the buyer rather to be a seller only.