

MEDICAL DEALER

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THE OFFICIAL MARKETPLACE TO BUY, SELL & SERVICE NEW & PRE-OWNED MEDICAL EQUIPMENT

INTERMED Inc.
Technology Management



Explosive Growth

in InterMed's NucMed division

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Corporate Profile

INTERMED'S

EXPLOSIVE GROWTH

by Julie E. Williamson

Spurs New Developments, Divisions

InterMed Inc., the comprehensive preventative maintenance and repair service company based in Alachua, FL, and with facilities in Charlotte, NC, has never been known to shy away from new opportunities. As a consistently progressive service provider that prides itself on its commitment to quality, integrity and exemplary customer service, it should come as little surprise that InterMed has experienced tremendous growth in each of its core divisions over the past few years, including Biomedical, Radiology, Ultrasound, Nuclear Medicine, and its national parts and equipment division.

According to InterMed's biomedical president, Rick Staab, it's been the NucMed Division that has garnered the most stunning growth and has commanded the most national attention. Unlike many national service providers that have steered clear of this challenging modality, InterMed has embraced it – and has been able to increase its customer base without compromising the quality of service delivered.

Here Staab takes time to discuss InterMed's wide range of product and service offerings, the primary reasons behind the company's ongoing success, as well as InterMed's plans for the future.

Q: WHAT PRODUCTS AND SERVICES DOES INTERMED PROVIDE?

A: We offer comprehensive on-site and on-call preventative maintenance and repair services for Biomedical, Radiology, Ultrasound and Nuclear Medicine equipment. We also have a national parts and equipment division. Through InterMed Biomedical, the company sells new and refurbished nuclear cameras, parts and peripherals (such as printers, UPSs and processing stations). The company also provides installation, planning, relocations and de-installation of the nuclear cameras and related equipment.



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InterMed is also a source for new and hard to find collimators, and performs depot repair on power supplies and ring cables. In the Florida facility, InterMed has dedicated a portion of its 18,000-plus square feet for staged nuclear systems. InterMed employees teach a variety of NucMed courses for other third party providers, as well as for in-house engineers interested in learning Nuclear Services. InterMed is actively involved and will be teaching NucMed classes at DITEC and NCBA in 2005 and 2006.

InterMed's Ultrasound Services division maintains an excellent reputation for service on a national basis, and has been a source for the growth of the NucMed Division as administrators look to consolidate providers as well as focus on quality/control issues. As a result, InterMed now provides NucMed services in South Carolina, Georgia, Florida, Alabama and Mississippi, and has responded to specific RFPs in four other states. InterMed's new North Carolina Ultrasound facility will provide an even stronger connection point for this effort.

Q: WHY DO YOU BELIEVE INTERMED CONTINUES TO SEE SUCH GROWTH IN THE MARKETPLACE?

A: InterMed unites sophisticated technology with knowledgeable, empowered professionals, ready to meet each client's equipment challenges. Our teams make it their business to know technology management, anticipate long-term business needs, and build an enduring relationship with our customers. Our experience has taught us that staff and patients deserve the same thoughtful, personalized attention that you do. We provide that attention through our full

range of asset management service and dedication to providing the highest quality, most cost effective service available.

Another primary reason for InterMed's success in the NucMed segment lies in the formula that our standard services support more coverage per hospital than traditional NucMed company ratios. In addition, InterMed has developed a unique training program for new employees, as well as streamlined training for experienced new hires. With this focus, InterMed serves as a partner and consultant to its clients, not just another vendor. This unique approach to servicing NucMed systems includes superior documentation, response time and overall quality. The teams include experienced dispatchers and service coordinators, field service nuclear engineers, and dedicated unassigned engineers used to address emergency issues and growth.

Q: WHAT'S IN STORE FOR INTERMED IN THE NEAR FUTURE?

A: We will continue to focus on the areas that have made us strong and profitable to date. We have an extremely loyal client base and are equally as committed to them by continuing to provide leading edge services at the highest quality level. Our employees are what make this work and I honestly believe we have the best engineers and team in the business. While we have been approached by several parties looking to handle multiple locations and/or to fully partner with them for national service support, we will reserve our capacity and growth for those partnerships that understand and appreciate our focus, and provide us an opportunity to grow without diluting our quality. *end*

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