



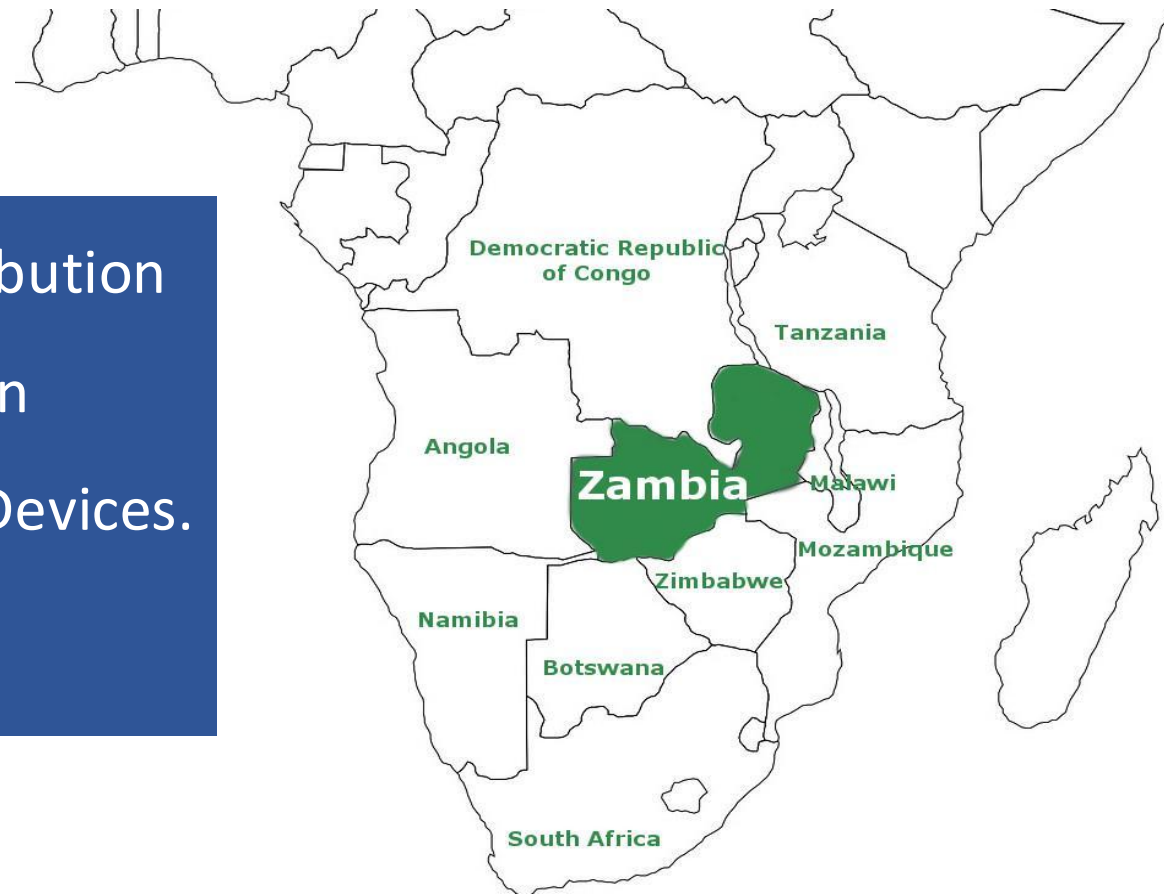
The Role of Local Agents in Health Service Delivery: A Case Study of Zambia

Presenter:
Matthew Mwanza Technical Director



Who we are:

A leading medical sales and distribution company in Zambia, specializing in Clinical Diagnostics and Medical Devices.





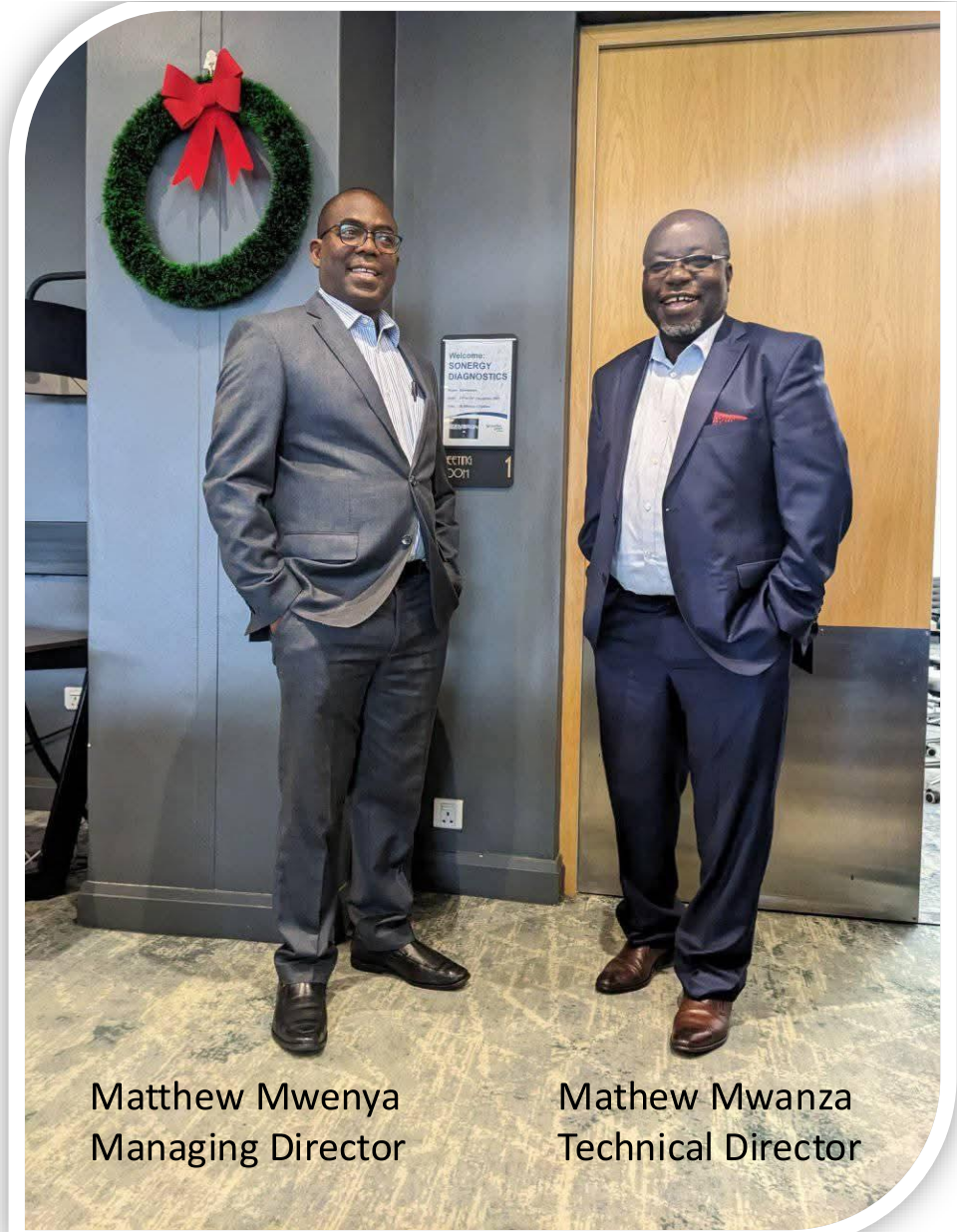
Who we are

Our vision

To Promote Health Care Solutions

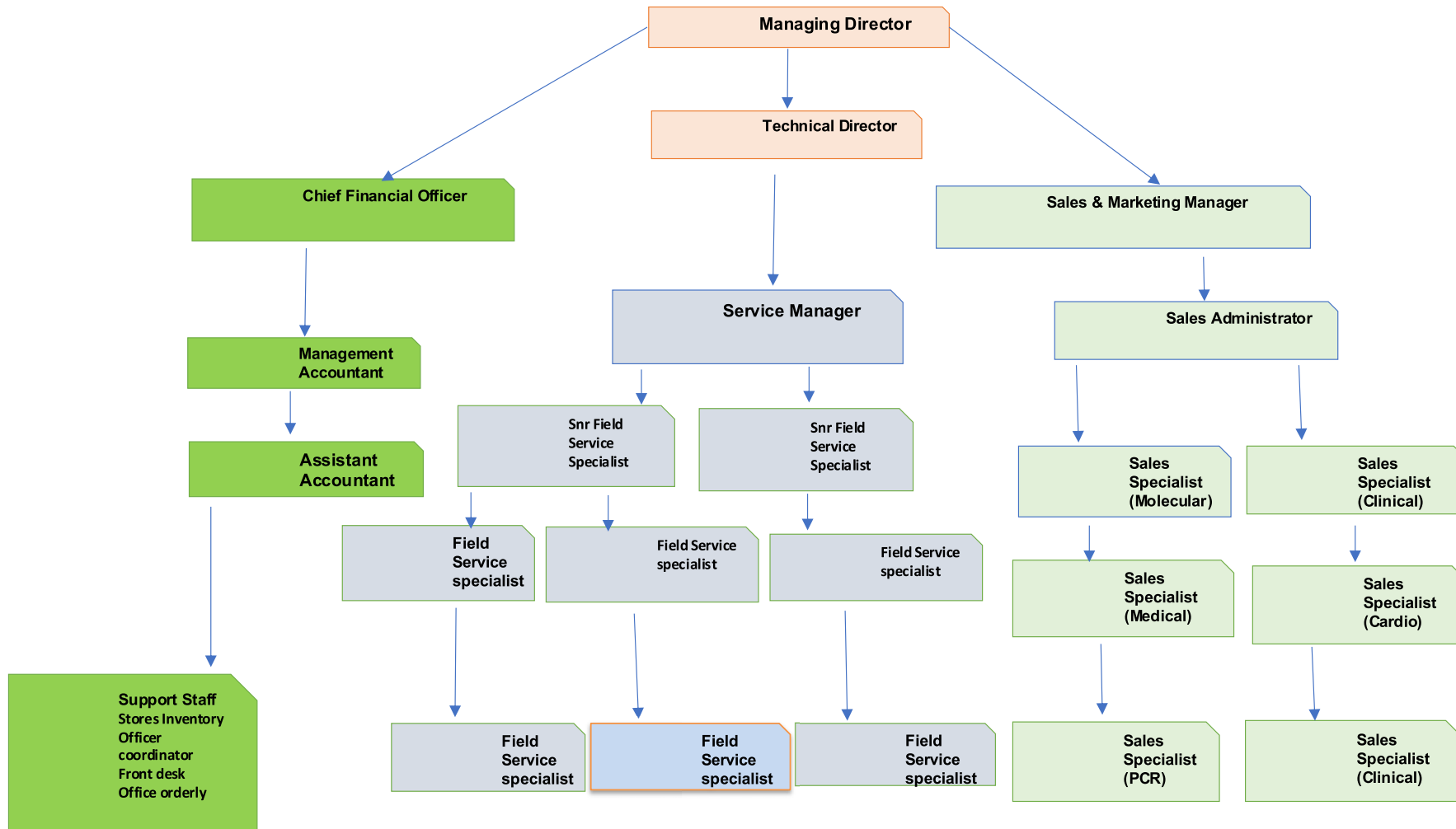
Our Mission

To augment health care solutions through the provision of reliable, efficient & quality Clinical and medical laboratory equipment along with supply of reagents/consumables, end user training & providing exceptional Back-up Service & Maintenance of equipment.

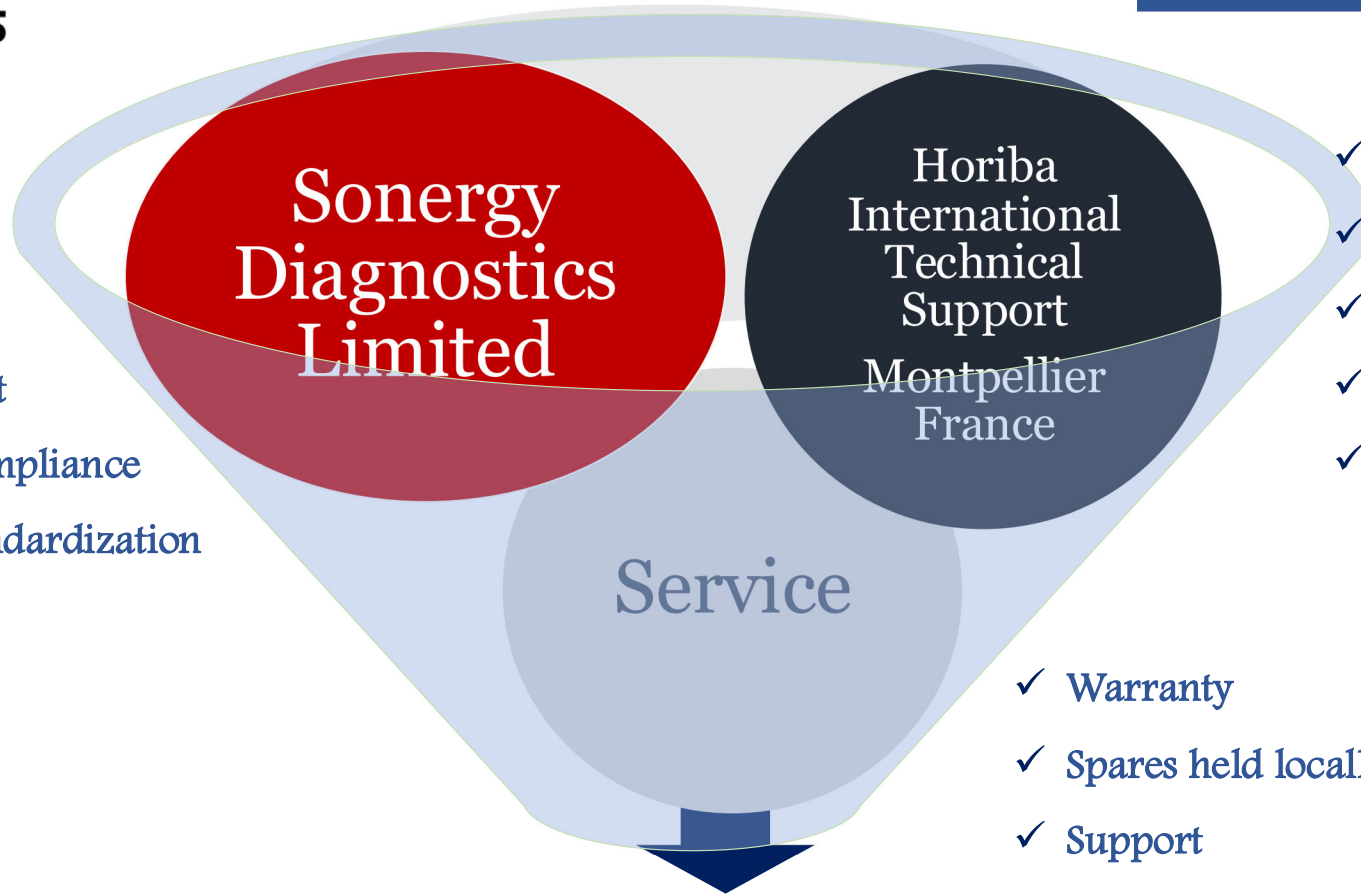


Matthew Mwenya
Managing Director

Mathew Mwanza
Technical Director



- ✓ Sales Support
- ✓ Service Support
- ✓ In Country Compliance
- ✓ Equipment standardization



- ✓ Technical Bulletin
- ✓ Technical Support
- ✓ Quality
- ✓ Efficient
- ✓ Consistent

- ✓ Warranty
- ✓ Spares held locally
- ✓ Support

Effective Healthcare Provision



Sole distributor for Horiba in Zambia.

Our Role

1. Ensure brand and business consistency in-country.
2. Provide **warranty, after-sales, and technical support** locally.
3. Support the Ministry of Health in reagent quantification and supply chain management.
4. Identify and effectively communicate any gaps and in-country competition to HORIBA

HORIBA's Role

1. Communicate **brand updates** (spare parts, reagent pack sizes).
2. Offer **technical training & international support**.
3. Address identified gaps to ensure alignment

Our track record



**Installation and after sales training
by Horiba certified Field Service
Engineer**





Our track record



Preventive maintenance and training of new users by Horiba certified Field service Engineer



Our track record

We sponsor key and major conferences.



INFINIX NOTE 7 LITE
ARMY TATOUAN CAMERA



Our track record

As **Platinum Sponsors** of the Zambia Medical Association Scientific Meeting 2023, Mr. Mathew Mwanza, the Technical Director of Sonergy Diagnostics had the distinct honor of meeting **the President of Zambia, Mr. Hakainde Hichilema**, to discuss the country's national health needs and explore potential collaborations to address these critical challenges.





SPARE PARTS

We stock in-country all the spare parts needed for repair and preventive maintenance

In-country stocking



COLD STORAGE

We stock, in-country cold chain reagents and consumables to meet demand within the shortest period of time

In-country stocking



Analyzers

We maintain local stock of analyzers, ensuring timely delivery to meet customer needs within a short period of time.

In-country stocking





Service mobility

SERVICE FLEET

Our service team is committed to meeting customer needs nationwide, ensuring reliable support regardless of distance.





BEYOND LIMITS

Committed to our customers, we go beyond limits, reaching even the most unreachable places to deliver exceptional service.

Service mobility



*“Alone , we can do so little; together we
can do so much more” Hellen Keller*

A photograph of the Sonergy Diagnostics building and a white Isuzu pickup truck. The building is modern with grey and red brick walls. A sign on the building reads "SONERGY DIAGNOSTICS". A white Isuzu pickup truck is parked in front of the building, with "SONERGY DIAGNOSTICS" written on its side. A blue speech bubble with the text "Thank You" is overlaid on the image. A directional sign on the right side of the building lists: RECEPTION, ADMINISTRATION, SHOWROOM, SERVICE CENTER, and WORKSHOP.

SONERGY
DIAGNOSTICS

Thank You

RECEPTION
←
ADMINISTRATION
←
SHOWROOM
→
SERVICE CENTER
→
WORKSHOP
→

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