

Some of the **Products**



**Pharmaways**  
HEALTH & PHARMACEUTICAL CARE

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## + ABOUT US

Pharmaways Health was founded in 2013 as an essential pharmaceutical and medical equipment distributor in South Africa.

We have over 15 years of combined experience in the industry and have since grown to supply the African continent with medical equipment and surgical consumables. Our pharmaceutical portfolio has experienced positive growth in the recent past which makes Pharmaways an Independent Supplier of choice to Independent Pharmacies, Private & Public Hospitals and Dispensing Doctors. Our management team is also involved in various trade missions on an annual basis and have thus formed key strategic relationships with international suppliers.

Our suppliers are reputable manufacturers based in Europe, America and Asia, with proven quality guarantees such as the CE, ISO and TUV certifications. In addition, these relationships enable us to procure cost efficient solutions tailored around our customer's specific needs.

Our goal at Pharmaways Health is to provide quality products and services that meet the unique needs of healthcare institutions on the African continent. Key to our success is the strong relationships we have built with both our customers and suppliers which is centred on trust and delivering on our promises.

## + CUSTOMER SERVICE

Pharmaways Healthcare endeavours to differentiate itself from its competitors by providing personalised sales service focusing on our customer's requirements. The building of our relationship to support our existing and future products is paramount to the ongoing success of the company within the diverse markets throughout South Africa and beyond. We enjoy the advantage of selling established recognized product leaders within all of our product groups and markets. With customer service being our central focus most of our important activities are related to order fulfilment process and exceeding the customer expectations.

Driving sales growth requires accountability and responsibility which enables Pharmaways Healthcare to achieve sales growth targets to provide clinical and product support, establish new business opportunities while maintaining existing customer expectations. Pharmaways Healthcare believes in providing the most effective tools to complement the sales team to ensure success now and in the future.

Our sales team is technically qualified and experienced with products we sell to market. Ongoing clinical and product training ensures that our sales team offer its customers the latest in product information and support.

## + OUR VALUE PROPOSITION

Pharmaways Healthcare is built on the principles of superior service delivery and first-rate product ranges. Our operating structure, capacities and systems enable us to support and sustain delivery of products to customers. We have also established a unique method of adding value to our customers and businesses, through foresight dedication and hardwork that will project results and delivery beyond customer expectation.

Our quality service is priceless, references are invaluable and we do realize that if we don't take care of our customers... someone else will.

## + OUR VALUE STATEMENT – SELL

- S – Sell, our business is about selling superior products to the healthcare industry.
- E – Earn, we strive to earn productively from our efforts to customer service every day.
- L – Learn, we learn everyday on customer service improvement.
- L – Love, we love what we do because that's where our passion is anchored.

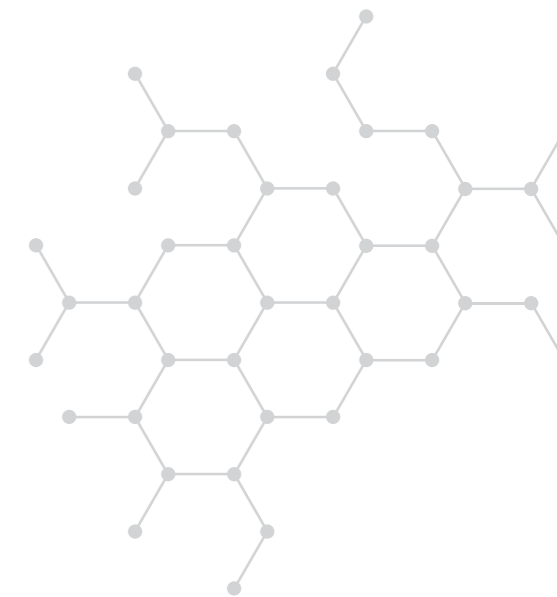
## + CERTIFICATION

Pharmaways is licensed by the following state authorities



### Products

- Pharmaceutical Consumables (S0 – S6)
  - o Colds & Flu
  - o Pain
  - o Antibiotics
  - o Therapeutics
  - o Cancer
  - o Complementary/OTC medicines
- Surgical Items
  - o Wound care
  - o IVs
  - o Drapes
  - o Admin Sets and many more
- Medical Tools
  - o Defibrillators
  - o Ventilators
  - o ECG Machines
  - o Patient Monitors
  - o Suction Machines
  - o Infusion Pumps and many more
- Front Shop Items
  - o Personal Care
  - o On-the-go product range



## + LOGISTICS

Pharmaways delivers its orders on daily basis, twice in a day to ensure satisfactory service to its customers. Gauteng Orders that are placed before 08:00 are delivered by 10:00, and those placed before 12:00 are delivered before 14:00, all in a day. We also strive to deliver orders made in order provinces overnight with a maximum of 48hours to deliver. Pharmaways has a strong logistics management plan boosted by a fleet of delivery vehicles to meet expectation of our customers.

Our warehouse is managed by capable and experienced staff to ensure quality, efficiency and competence of our distribution and delivery chain. Pharmaways is guided by the Standard Operating Procedure (SOP) manual to ensure compliance of South African Medical Standards and Authorities. All delivery vehicles are owned by Pharmaways to ensure continued quality service and accountability to customers.