



Solutions  
That  
Matter.

A photograph of a man and a woman in business attire looking at a document together in a modern office setting. The man is on the left, wearing a light blue blazer, and the woman is on the right, wearing a dark blazer. They are both smiling and looking down at the document. The background shows large windows with a view of a city and a cloudy sky.

# ISOS COMPANY PROFILE

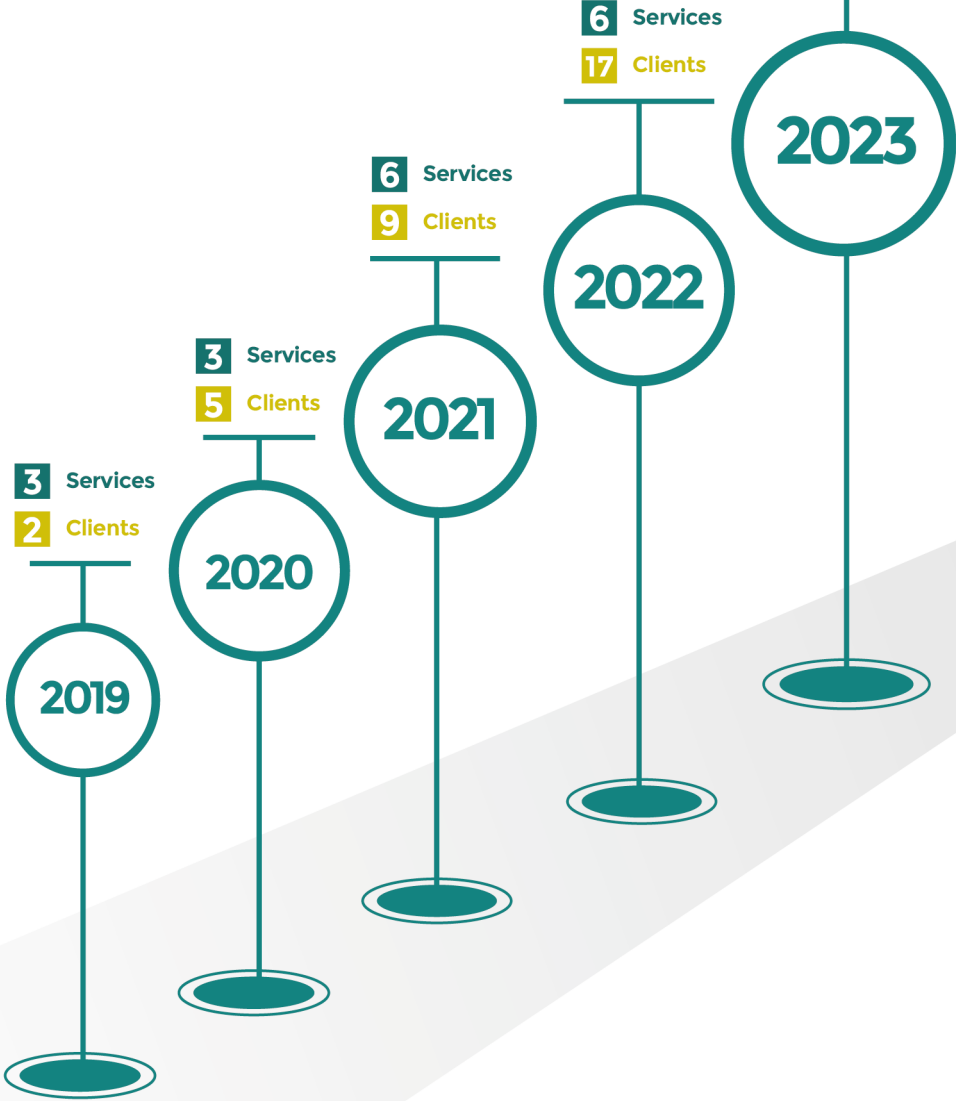
“In the business world, everyone is paid in two coins:  
cash and experience. Take the experience first;  
the cash will come later.”

*Harold Geneen*

[ISOS-EG.NET](http://ISOS-EG.NET)

# ISOS JOURNEY

TO MORE STEPS  
TOWARDS  
**EXCELLENCE**



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# ABOUT OUR COMPANY

## Who Are We?

ISOS - Innovative Solutions for Organizational Sustainability is a leading Egyptian company established in 2019 to provide healthcare management consultation services. We are seeking to revolutionize the healthcare industry in MENA region through management solutions which will become the future of the industry. We carefully select our consultants in order to offer our customers foremost quality of expertise together with extensive experience of industry practices.

## Why Healthcare?

The healthcare industry is incredibly diverse with so many parts all coming together in one way or another. Running things smoothly and successfully is not always an easy thing to do. While some facilities manage it, others struggle. This is where healthcare consultation can come in and work together with a healthcare facility to improve every facet of its daily affairs.

## Our Scope

We work within the scope of the healthcare industry, we work with hospitals, specialized centers, physiotherapy centers, laboratories, radiology centers, pharmacies, pharmaceutical companies, polyclinics, dental clinics and any organization that provides healthcare services in MENA region.



## OUR VISION

Revolutionize the Healthcare industry in the MENA Region.

## OUR MISION

Committed to providing innovative client-centred healthcare management consulting and training solutions through our knowledgeable and dedicated professionals to deliver best healthcare standards to the community.

## OUR VALUES

01. Excellence
02. Confidentiality
03. Integrity
04. Sustainability

# ISOS SERVICES



## Preparation For GAHAR Accreditation.

Egypt's Healthcare system is reshaping now with the activation of the universal health insurance system, since 2020 it has been every healthcare organization's goal to enroll in the system in order to achieve sustainability. With scientific methodological steps, ISOS is Egypt's pioneer in providing the service of preparation for registering and accrediting from the general authority for healthcare accreditation and regulation (GAHAR) to all health-care organizations all over Egypt.

### Preparation Process For GAHAR Accreditation:

- 1** GAP Analysis: Documents review – Staff interviews – On job observation – Gap report submission.
- 2** Organizational chart, Workflow review and Design.
- 3** Action Plan for improvement.
- 4** Documents writing based on the GAHAR standards.
- 5** Training employees based on the staff needs assessment and GAHAR requirements.
- 6** Monthly progress reporting for the top management.
- 7** Simulation and workshops to train the staff on the official GAHAR accreditation visit.



## Other Quality Accreditations.

We qualify healthcare organizations for meeting the standards of national and international accreditations.



## Business Assessment.

We evaluate all organizational working main arms to form what is better for the organization to improve operational efficiency, find problems, and increase profit for a revenue generating business.

Including:

1. Administrative Assessment.
2. Operational Assessment.
3. Marketing Assessment.
4. Individual Assessment.



**Assess Current State**

Conduct a discovery of existing process and tools.

Step 01



**Definition of Desired State**

Align with business goals, mission, vision, values and strategies.

Step 02



**Gap Analysis**

Perform root cause analysis to identify the key issues. It could be due to people, process or technology.

Step 03



**Implementation Plan**

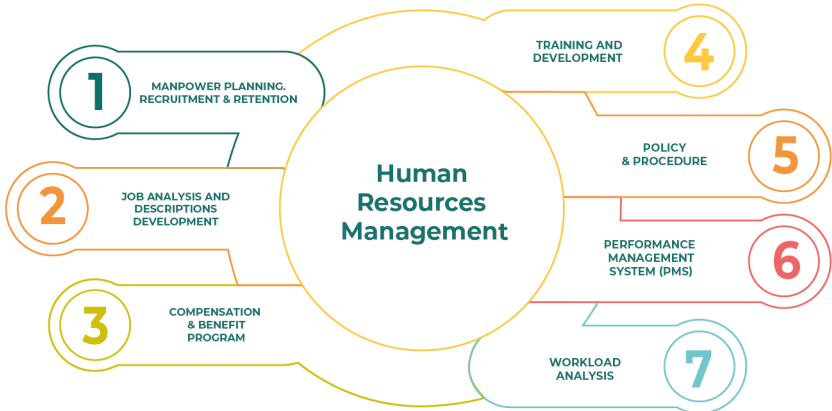
Implementation roadmap  
Knowledge and people management

Step 04



## Human Resources Management.

We anticipate and analyze the human capital needs, and provide solutions to serve those needs, assuring that you will have the right one in the right place.



## Business Modeling & Planning

Validate your idea.

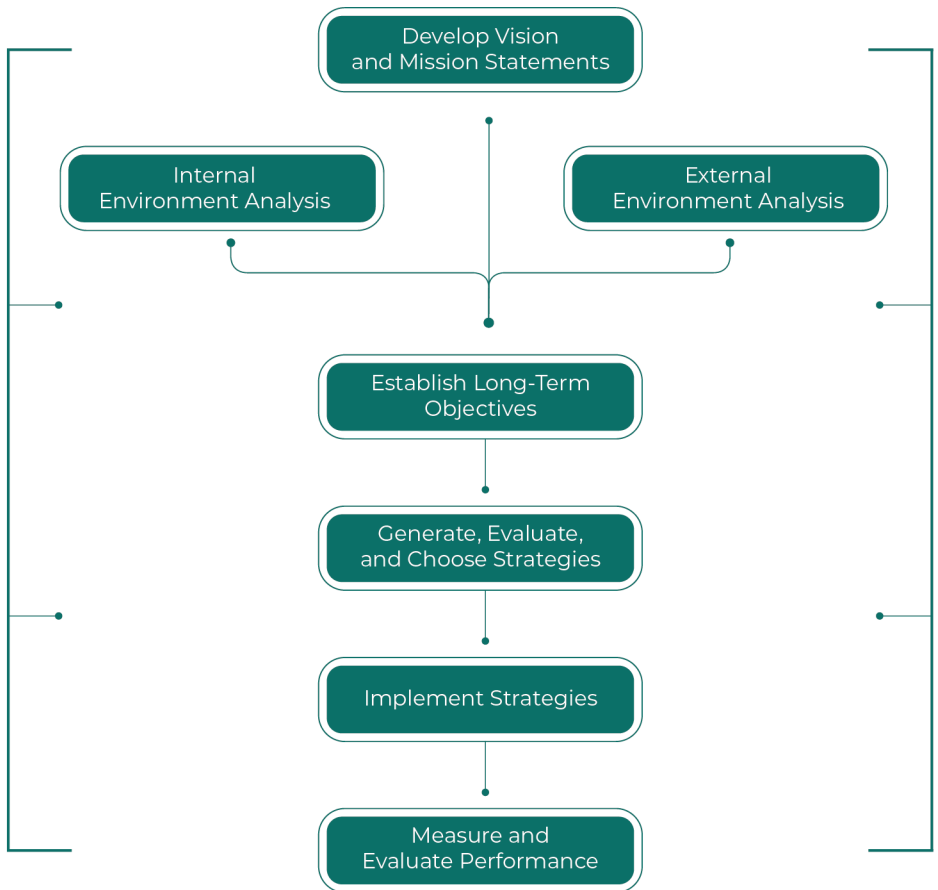






## Strategic Management.

We provide the framework for transforming a vision into reality by helping organizations to align their strategic objectives with day to day business and operational goals.



# TO START A HEALTHCARE ORGANIZATION

## Introducing TURNKEY

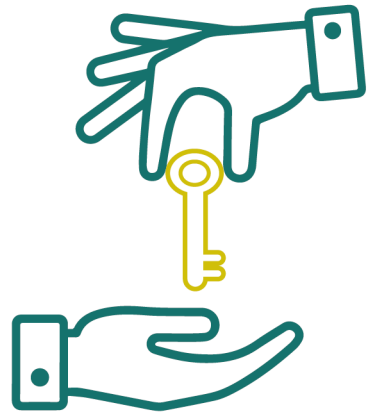


### Turnkey Healthcare Projects.

We combined all the previous services in one service that covers all healthcare management structuring needs. We analyze the customer objectives from all angles, define market challenges, analyze opportunities, and create tailor-made solutions that make your business ready to be effectively introduced and operate well in the market.

Including:

- 1- Business modeling
- 2- Feasibility studies
- 3- Establishing companies
- 4- Human capital management solutions
- 5- Corporate and Clinical governance
- 6- Marketing and advertising management
- 7- Financial management
- 8- Supply chain management
- 9- Operation management
- 10- Quality management
- 11- Technological planning



(Each service can be provided on its own)

# FOR ESTABLISHED HEALTHCARE ORGANIZATIONS

## Introducing GROW



### General Revenue Optimization Work Model.

We combined all the previous services in packages that cover all healthcare management restructuring needs, to increase revenue, reduce waste, and improve the quality of healthcare service delivery and processes

SERVICE FEATURE	BASIC <small>For Small Size</small>	ADVANCED <small>For Medium Size</small>	PREMIUM <small>For Large Size</small>
<b>Business Needs Assessment</b>   Marketing, HR and Operational Assessment	✓	✓	✓
<b>Human Resources</b>   Recruitment Services Staff Behavioral Training HR Policies and Procedures Workload Analysis Performance Management System Development Job Analysis and Descriptions Development	✓ — ✓ — ✓	✓ ✓ ✓ — ✓	✓ ✓ ✓ ✓ ✓
<b>Marketing</b>   Marketing Activities Monitoring and Analysis Business Development Solutions CRM Development and Training Marketing strategy formulation	✓ ✓ — —	✓ ✓ ✓ —	✓ ✓ ✓ ✓
<b>Operational Workflows And Procedures Development</b>	—	✓	✓
<b>Corporate Governance Development</b>	—	—	✓
<b>Financial and Revenue Cycle Audit</b>	—	—	✓
<b>Number of Visits per Month</b>	2	3	4
<b>GAHAR Accreditation Gap Analysis</b>	—	✓	✓



## ISOS Training and Development Center (ITDC)

ITDC specializes in providing innovative accredited training and development programs for individuals of different ages and healthcare organizations in MENA region.

### Who is ITDC for?

Post graduates

Under graduates

Healthcare Organizations

### Service Delivery Approach

#### FOR INDIVIDUALS

Identifying Needs

Planning and Program Design.

Pre-assessment.

Program Delivery.

Post-training Evaluation.

#### FOR ORGANIZATIONS

Training Need Analysis.

- Staffs to be assessed based on their roles.
- Gap Analysis on their current and expected skills.

Report Submissions and Course Design.

- TNA report with the bridge.
- Course design based on competence level.

Delivery and Evaluation.

- Schedule of courses for all identified employees.
- Evaluation post workshop.

### Learning Methods

Courses

Seminars

Workshops

E-Learning

Webinars

Events



## EVALUATION OF THE CORPORATE MEDICAL INSURANCE SYSTEM.

Insurance is something that most businesses set and forget. They simply don't think about insurance unless they need to use it or changes have occurred. Like your business, your insurance needs will change over time. It is a good idea to review your health insurance system periodically to make sure that you are not paying for insurance that you don't need and, more importantly, the satisfaction of your human capital.

### WORK MAP

- 1 Medical Insurance Department / TPA Assessment.
- 2 Insurance System Policy and Procedure Review.
- 3 Review and Analysis of Contracts with Service Providers.
- 4 Medical Claims Review.
- 5 Benchmark Analysis.
- 6 Situation Analysis and System Audit Report.
- 7 Detailed Action Plan for Improvement Based on The System Analysis and Audit Reports.
- 8 Monitoring and Evaluation of Post-review Phase.
- 9 Final Evaluation Report After The Improvement Life Cycles.

## Why ISOS?

Our expert teams specialized in healthcare management and work with organizations of all sizes from leading multinationals to small, innovative start-ups. We cooperate with both executives and owners using our unique ISOS strategic approach to guarantee continued development of strategic goals and objectives of the organization. We listen, identify shortcomings and needs, assess them and administer training and consultation accordingly. We innovate solutions and we don't stop there, we stay after implementation to make sure the desired development is achieved and sustainable.



# Our Board



**Dr. Salah Rafik Zaher**  
Chairman

Graduated from Alexandria Faculty of Medicine, 1980, and obtained Master in Pediatrics, 1984, Doctorate in Pediatrics 1991.

Besides his clinical practice as pediatric cardiologist, he works in the field of Medical Teaching and Education, Professional Training and development, and Capacity building consultation since 1980.

## Professional Positions:

- Chairman, ISOS Company since March 2019 till present.
- Professor Emeritus of Pediatrics in the department of Pediatrics, University of Alexandria, Egypt, July 2016
- Board Chairman and CEO, The Alexandria Pediatric Center, S.A.E., Alexandria, Egypt, January 2007
- Vice president of Alexandria Medical Syndicate, Egypt, October 2011.

Why ISOS, it centers on capacity building and promoting people, to evolve the youth capabilities, and provide them with better job opportunities all around the globe.



**Dr. Amr Abd El-Hady Saber**  
Founder / CEO

Graduated from Alexandria Faculty of Medicine, 2016, and he obtained Master in Business Administration, AAST, 2022 and certification of International Board of Certified Trainers, IBCT, 2018.

He works in healthcare management entrepreneurship, Organizational development, Quality Management, Training, and Capacity Building Consultation since November 2016.

## Professional Positions:

- Board Member, Alexandria Medical Syndicate, October 2021 till present.
- CEO, ISOS Company, March 2019 till present.
- Organizational Development Manager, Alexandria Pediatric Center, November 2016 till February 2021.
- Quality Manager, El-Shrouk Hospital, January 2017 till February 2018.
- Founder, Board Member WEKAYA company for environmental affairs since May 2016 till present.
- Associate Trainer, International Board of Certified Trainer (IBCT).

Why ISOS, It meets his interests in revolutionizing healthcare industry and providing a unique and sustainable healthcare management consultation services.

He is appreciating people, and known by his devotion, creativity, innovation, and commitment to tasks and projects.

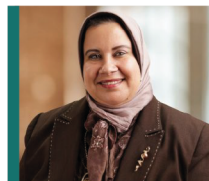
# Our Consultants



**Prof. Maha Adel**  
Strategic Management  
Consultant.



**Prof. Rania El Sharkawy**  
Management Consultant



**Dr. Nehal Shehab**  
Quality Consultant



**Prof. Hanan Galal**  
Quality Consultant



**Dr. Emad Korayem**  
Marketing & Business  
Development Consultant.



**Mr. Eslam Said**  
Financial Consultant





# OUR SUCCESS PARTNERS

We are partners, your success is ours.



**ALEXANDRIA MEDICAL TRAINING CENTER**



**PHARCO PHARMACEUTICAL GROUP**



**AL-ALEM DENTAL CENTER**



**CHCI**



**GETS**



**ALEXANDRIA PEDIATRIC CENTER**



**ALEXANDRIA PLASTIC SURGERY CENTER**



**DR. SHERIF GAAFER CLINIC**



**U CARE LABORATORIES**



**EL MOSTAKBAL RADIOLOGY CENTER**



**THE HEALTHCARE PROVIDERS CHAMBER**



**ABLE CLINICS**



**DR. MOHAMED RAMADAN LABORATORY**



**EBN SENA LABORATORIES**



**ADMEDICA**



**ROYAL AESTHETIC CLINICS**



**LIFE LAB**



**AVC HOSPITAL**



**DAMANHOUR REGIONAL LAB**



**DAR EL OMOMA HOSPITAL**



**ELHAYAH ELSANTAH LABS**

# THANK YOU.



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