

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

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Welcome to the core of **ISQS** – a journey through our dedication to revolutionizing healthcare management.

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WHO WE ARE?



ISOS Innovative Solutions for Organizational Sustainability is a leading company established in 2019 to provide healthcare management consultation services.



In 2024 ISOS has officially expanded to Dubai, UAE, marking a significant milestone in our journey of revolutionizing healthcare management in the MENA region. This new branch embodies our vision of delivering innovative, client-centered solutions with excellence and efficiency



We carefully select our consultants and solutions to offer our customers the foremost quality of expertise together with extensive experience of industry practices. With our UAE and Egypt branches, we bridge local expertise with global standards, making ISOS the preferred partner for healthcare organizations in MENA region.

ISOS Journey

Our Signatures



TO MORE STEPS
TOWARDS
EXCELLENCE

Start >>>

2 Clients

2019

5 Clients

2020

9 Clients

2021

17 Clients

2022

23 Clients

2023

36 Clients
LAUNCHED DUBAI,
UAE Branch

2024

2025

CEO Message



“ I am proud to lead a company that stands at the forefront of - innovation. In a world where healthcare needs are evolving rapidly, We are committed to providing solutions that meet as well as anticipate these changes.

We believe in the power of collaboration, innovation, and excellence. Our team's expertise, coupled with our diverse range of services, positions us uniquely to address the complex challenges faced by healthcare providers today.

I am excited about the future we are building at **ISQS** a future where healthcare management is defined by efficiency, quality, and forward-thinking solutions. Join us on this journey as we continue to shape a healthier, more efficient world. ”

Dr. Amr Abd Elhady

VISION, MISSION, AND VALUES

VISION

To revolutionize the healthcare industry in the MENA region, setting new benchmarks of excellence and efficiency.



VALUES

- Excellence
- Trust
- Confidentiality
- Sustainability

MISSION

At **ISQS**, our mission is to deliver innovative, comprehensive, client - centered healthcare management solutions.

Our team of knowledgeable and dedicated professionals is driven by a singular goal – to elevate healthcare standards and enrich community well-being through our services.



Scope

HEALTHCARE ORGANIZATIONS IN MENA REGION

WHO



TYPE OF OWNERSHIP

Private

Governmental

Non-Profitable

WHAT



TYPE OF SERVICE

Hospitals

Specialized Medical Centers

Laboratories

Radiology Centers

Pharmacies

Polyclinics

Dental Clinics

Medical Insurance Companies

Pharmaceutical Companies

Home Care Companies

Medical Tourism Companies

Health Technology Companies

WHEN



TYPE OF BUSINESS

Idea Stage

Startup Stage

Growth Stage

Maturity Stage



BASE SERVICES

Our **Base Services** focus on the foundational aspects of healthcare facility operations, ensuring compliance, efficiency, and operational excellence.

**Healthcare Facility
Licensing Services**

**Fit-Out & Turnkey
Healthcare Solutions**

**Healthcare Quality
Accreditations**

**Healthcare
Feasibility Studies**

**Strategic Business
Planning**

**Comprehensive
HR Management**

01 Healthcare Facility Licensing Services



Benefits



Regulatory Compliance Assessment

Through review of operations to ensure adherence to healthcare regulations.



Licensing Application Preparation

Assistance with documentation and submission for facility licensing.



Accreditation Support

Guidance in obtaining accreditations like JCI (Joint Commission International), ISO accreditations, CAP for medical laboratories, GAHAR in Egypt, CBAHI in Saudi Arabia and Temos International



Compliance Monitoring & Audits

Ongoing support through regular audits to maintain standards.

02 Fit-Out & Turnkey Healthcare Solutions



Benefits



Turnkey Project Management

Overseeing projects from design to commissioning for operational readiness.



Space Planning & Design

Assistance with documentation and submission for facility licensing.



Medical Equipment Installation

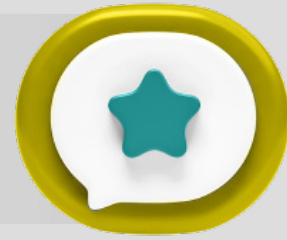
Coordinating the setup of advanced medical equipment.



Infrastructure Setup

Implementing necessary utilities and IT systems.

03 Healthcare Quality Accreditations



Benefits



Accreditation Preparation

Assisting in meeting standards for accreditations like JCI (Joint Commission International), ISO accreditations, CAP for medical laboratories, GAHAR in Egypt, CBAHI in Saudi Arabia and Temos International



Gap Analysis

Identifying areas needing improvement to meet accreditation criteria.



Training & Development

Educating staff on standards and best practices.



Ongoing Compliance Support

Regular audits and updates to maintain accreditation status.



04 Healthcare Feasibility Studies



Benefits



Regulatory Compliance Analysis

Ensuring project adherence to healthcare laws.



Market Demand Analysis

Researching patient needs and market conditions.



Operational Study

Evaluating workflows and resource requirements.



Financial Viability Assessment

Projecting costs and revenues for informed decision-making.

05 Strategic Business Planning



Benefits



Custom Strategy Development

Crafting tailored strategies aligned with organizational goals.



Business Model Development

Optimizing revenue streams and cost structures.



Operational Planning & Continuity

Streamlining operations and ensuring business continuity.



Business Growth Strategies

Planning for service expansion and scaling operations.

06 Comprehensive HR Management



Benefits



Policy & Procedure Development

Creating standardized HR policies.



Recruitment & Staffing

Streamlining hiring and onboarding processes.



Performance Management

Aligning employee goals with organizational objectives.



Training & Development

Offering programs to enhance staff skills.



GROWTH SERVICES

Our **Growth Services** are designed to accelerate your organization's development, enhance patient engagement, and drive sustainable growth.

**Comprehensive
Business
Assessment**

**Marketing
Strategy**

**Financial Health
Management**

**Supply Chain
Management**

**Revenue Cycle
Management**

**Training and
Development**

**Investment
Analysis**

**Corporate Medical
Insurance
Evaluation**

01 Comprehensive Business Assessment



Benefits



Legal Compliance Review

Ensuring adherence to healthcare regulations.



Operational Performance Evaluation

Identifying inefficiencies and optimizing processes.



Marketing Strategy Evaluation

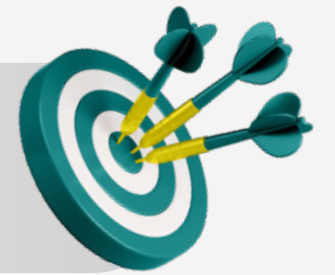
Assessing and enhancing marketing efforts.



Human Resources & Skills Alignment

Aligning team capabilities with strategic goals.

02 Marketing Strategy



Benefits



Strategic Market Positioning

Defining competitive positioning.



Digital Marketing

Implementing SEO, content marketing, and social media strategies.



Traditional Marketing

Utilizing print media and event marketing.



Brand Development

Building a strong brand identity.

03

Financial Health Management



Benefits



Department Development

Structuring financial and accounting departments.



Budgeting & Cost Control

Crafting budgets and monitoring expenses.



Financial Reporting & Compliance

Ensuring accurate reporting and regulatory adherence.

04

Supply Chain Management



Benefits



Department Establishment

Setting up procurement and inventory departments.



Procurement Strategy

Developing strategies for sourcing supplies.



Inventory Management

Implementing systems for stock control.



Logistics Coordination

Managing the distribution of supplies.

05 Revenue Cycle Management



Benefits



Patient Registration & Insurance Verification

Ensuring accurate data collection.



Claims Processing & Billing

Streamlining claims submission.



Collections Management

Managing accounts receivable.



Denials Management

Tracking and resolving claim denials.

06 Training and Development



Benefits



Skills Gap Analysis

Identifying training needs.



Customized Training Programs

Developing targeted training initiatives.



Ongoing Learning Opportunities

Providing continuous learning resources.

07

Investment Analysis



Benefits



Opportunity Identification

Researching investment opportunities.



Risk & Return Assessment

Evaluating financial viability.



Portfolio Diversification

Advising on investment diversification.

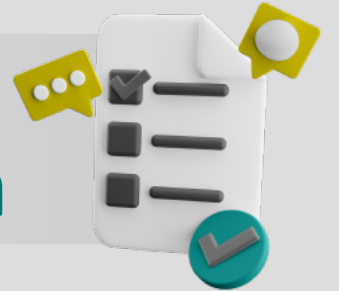


Investment Monitoring

Ongoing evaluation of investments.

08

Corporate Medical Insurance Evaluation



Benefits



Compliance Review

Ensuring plans meet regulatory requirements.



Plan Optimization

Evaluating coverage and cost-efficiency.



Cost Negotiation

Negotiating better terms with providers.



Employee Engagement & Communication

Educating employees about their benefits.

WHY Choose ISOS?

We took upon ourselves the responsibility of helping healthcare organizations grow and maximize their profits through our comprehensive, tailored, and KPIs-based services with a team of industry experts.



ISOS Board



PROF. SALAH RAFIK ZAHER

CHAIRMAN

- Dr. Zaher is a globally recognized healthcare management expert in MENA region. Born in London and educated in Egypt, He obtained a Master's and Doctorate in healthcare management and Pediatric Cardiology.
- Dr. Zaher's extensive roles include Vice Dean of the Faculty of Medicine at Alexandria University, Professor of Healthcare Logistics Management at AAST, and Professor of Pediatrics.
- As Chairman of ISOS and CEO of many Healthcare organizations, his influence extends from medical practice to pivotal healthcare management leadership.



DR. AMR ABD ELHADY

CHIEF EXECUTIVE OFFICER

- Dr. Amr is a healthcare management entrepreneur with over 9 years of experience in management and clinical settings. He holds a background in Surgery and Medicine and MBA in Hospital Management.
- As Chairman of ISOS and CEO of many Healthcare organizations, He leads ISOS Healthcare Management Consultancy offering healthcare innovative management solutions in MENA region.
- He has impacted over 40 healthcare organizations through strategic partnerships and innovative solutions. Dr. Amr is also an elected board member of the Egyptian Medical Syndicate. His previous roles include Organizational Development and Training Manager at Alexandria Pediatric Center, Quality Director at El-Sherouk Hospital, and Co-founder of WEKAYA Company for Environmental Affairs. His leadership emphasizes excellence, integrity, and sustainability.

ISOS Professionals



Dr. Sally El Gohary
Quality Consultant



Dr. Emad Korayem
Marketing & Business
Development Consultant.



Mr. Eslam Said
Financial Consultant



Prof. Maha Adel
Strategic Management
Consultant.



Dr. Reham Saad
Quality Consultant



Dr. Maysa Shams
Quality Consultant



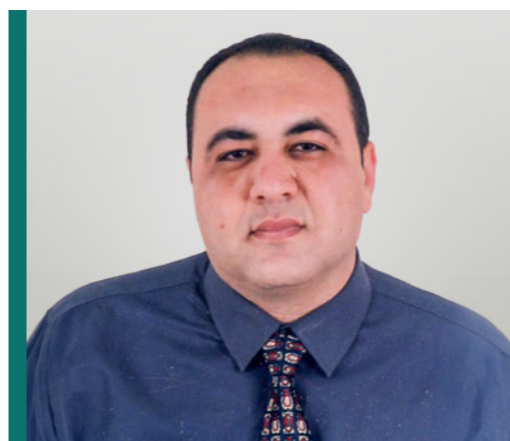
Prof. Hanan Galal
Quality Consultant



Dr. Rasha Ashraf
RCM Consultant



Dr. Salwa Hassan
Medical Lab Quality
Consultant



Dr. Tarek Amin
Healthcare Excellence
Consultant

ISOS Strategic Partners



CHCI - Germany



GETS - Germany



CITADEL - UAE



MLATH LAW FIRM AND
LEGAL ADVICE - KSA



THE HEALTHCARE
PROVIDERS CHAMBER
- Egypt



ADMEDICA - Egypt



GULF - MED ICON
- EGYPT



IGAAT - Egypt



CENTER OF PLANNING
AND ARCHITECTURAL
STUDIES - EGYPT



AyadELm
Consultancy- KSA

ISOS Clients



ALEXANDRIA DIABETES CENTER - PROF KAMEL HEMIDA



PHARCO PHARMACEUTICAL GROUP



AL-ALEM DENTAL CENTER



ALEXANDRIA PEDIATRIC CENTER



IRIS Eye Hospital



Town Clinics



LOURAN DENTAL Care



FAST CARE



EL MOSTAKBAL RADIOLOGY CENTER



IGENOMIX - DUBAI



DR. MOHAMED RAMADAN LABORATORY



Madina Women`s Hospital



Dr. Ahmed Galal Center



EL FANAR LABS



LIFE LAB



OKBA BIN NAFFEA HOSPITAL



DAR EL OMOMA HOSPITAL



El-Madina IVF Centers

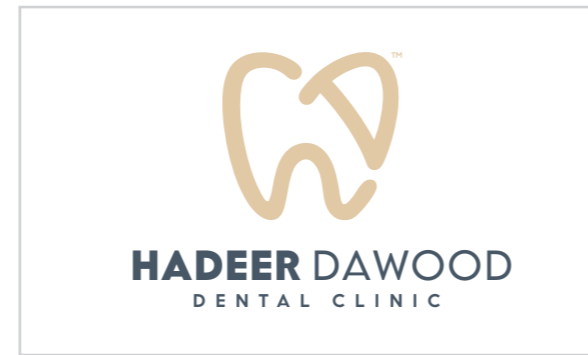
ISOS Clients



El- Hayah Labs



AVC HOSPITAL



HADEER DAWOOD DENTAL CLINIC



DR. SHERIF GAAFAR CLINIC



EBN SENA LABORATORIES



BLOOM Clinic



DAMANHOUR CARDIOLOGY CENTER



سند - SND



TALA CLINICS



ELHAYAH ELSANTAH LABS



DAR ELSHFAA HOSPITAL



GYN Clinics



U CARE LABORATORIES



ABLE CLINICS



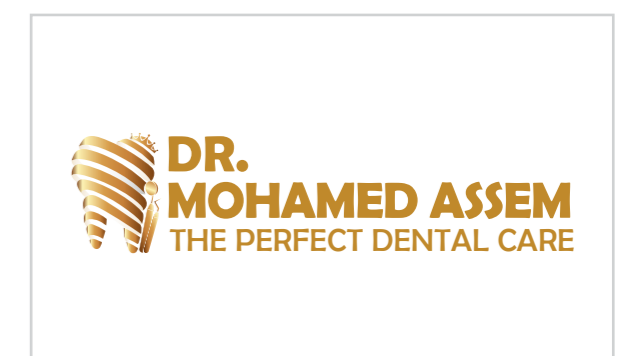
ROYAL AESTHETIC CLINICS



ALEXANDRIA PLASTIC SURGERY CENTER





DAMANHOUR REGIONAL LAB




THE PERFECT DENTAL CLINIC


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