



PRESS RELEASE

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Space for world class service

In November 2019 the Black Forest Medical Group, leader in cranial stabilization and brain retraction launched its remodeled and modernized DORO® Service Center in Cape Coral, Florida.

"We are known and appreciated by customers for our high quality and safe products and our world-class services," says Urs Brunner, vice president and general manager.

With the expansion and modernization of the existing space of the North American headquarter, the company's services have also been improved. The newly created DORO® Services include the maintenance, lubrication, calibration, refurbishment and decontamination of the products.

Along with the remodeling of the existing space and the expansion of additional square footage, the logistics and warehouse operation also received a modernization. "All of these investments and improvements directly benefit customers. An example being the turnaround time which can now be minimized so that products can be return into service more rapidly and thereby improve operating room efficiency", says Brunner. Another key element of the upgrade is the completely new, automatic and manual decontamination station, which became part of the expanded space. Products sent in for maintenance can now be processed using state-of-the-art technology.

Jillian Forster, Head of DORO® Services is proud of this progress. "At the Black Forest Medical Group best service starts with a customer entrusting his products to us and ends with a quick return to our customers for clinical use.", she says.

pro med instruments Inc. is a Black Forest Medical Group company headquartered in Freiburg, Germany.

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The company

The Black Forest Medical Group unites pro med instruments and Feinmechanik under a common umbrella brand. The name is derived from the Black Forest business region and reflects the precision inherent in the company's core products, cranial stabilization and retractor systems for neurosurgery applications.

The product portfolio also includes a broad selection of accessories, customized products, and a diverse range of bipolar forceps.

The ultimate aim is to provide the surgeon with a product that ensures the greatest safety along with the best possible benefits for the well-being of the patient. DORO® products are available internationally to meet this aim.

Foundation: 1995

Image credits:



extended_warehouse.jpg

Due to the lager area, the warehouse could be extended.



faster_logistics.jpg

The lager space also makes logistics faster.



decontamination_station.jpg

The new decontamination station is state-of-the-art.

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