

Sodexo Expands Healthcare Technology Management with Advanced Facility in Kolkata

- Inaugurated by Sh. Sudip Basu, Additional Secretary Finance, Swasthya Bhavan, Government of West Bengal, new Facility to support biomedical equipment maintenance operations in 100% public healthcare setups across the state of West Bengal and equipped to manage maintenance of up to 5 lakh biomedical equipments
- State-of-the-art infrastructure follows a hub-and-spoke model with 3 offices & warehouses to service the entire state, fully aligned with NABL and ISO standards
- CMMS technology enables healthcare providers to make decisions about equipment utilization and maintenance needs for improving equipment uptime
- Shaping the future of the industry by training & enhancing HTM skills of engineering students

Kolkata, February 19, 2025: With the increasing reliance on sophisticated medical technology, regular and efficient maintenance of biomedical equipment has become critical to ensure optimized healthcare outcomes for patients. In response to this growing need, Sodexo India has inaugurated a new, state-of-the-art Healthcare Technology Management (HTM) facility in Kolkata, equipped with specialized labs to support the maintenance of up to 5 lakh medical devices.

Featuring 6 specialized labs, supported by a dedicated team of more than 270 technical professionals and backed by an extensive network & partnerships with OEMs, this facility is designed to enhance the service efficiency for advanced testing, repair and maintenance capabilities across a range of biomedical equipments. With the new facility, Sodexo will ensure an impressive 99% uptime, delivering on its promise of reliable service and minimizing equipment downtime, providing the much-needed support to healthcare providers in for optimal delivery of health and care services across the state of West Bengal and widen the scope of operations across markets. The new facility will be covering 100% of the public health care set ups, namely government hospitals, small & medium diagnostics centers and medical colleges in Presidency region, Burdwan and Jalpaiguri. Additionally, it will enable Sodexo to scale up its HTM operations and support the expansion of biomedical equipment maintenance in other markets.



From L to R: Atul Agarwal, CFO, Sodexo India; Sambit Sahu, MD, Sodexo India; Supriyo Das, HITES; Sh. Sudip Basu, Additional Secretary Finance, Swasthya Bhavan, Govt of WB; Randhir Choudhary, Director HTM, Sodexo India and Sharad Misra, COO-Health & Care, Sodexo India – at the inaugural of Sodexo's HTM office in Kolkata

Speaking about the new facility, **Sharad Misra, Chief Operating Officer, Sodexo Health & Care**, said, "Our expansion of HTM operations in the state underscores our commitment to ensuring optimal performance of critical healthcare equipments and supporting the healthcare providers to improve patient care. Our expertise in digitalising end-to-end

maintenance cycle of medical equipment (i.e. tagging, tracking, service, repair and maintenance), has helped healthcare providers to adapt a preventive approach to maintenance of medical equipment and assets, which is crucial to effective patient care. Our services, delivered by a group of technical experts, ensure equipment uptime to enable accurate and timely diagnosis to offer the right treatment. Our long-standing partnership with HITES has been a model operation for healthcare facilities combining infrastructure, digital enablement and technical expertise powered by Sodexo. With our new facility in West Bengal, serving HITES, our largest contract, we are strategically positioned to enhance our HTM operations and capture the growing market opportunities in the region and across the country."

Salient features of Sodexo's Kolkata HTM Office:

State-of-the-Art Labs: Sodexo has established advanced repair labs and spare depots for improving equipment uptime. There are 6 specialized labs catering to a range of healthcare equipment and devices such as Electro-Technical lab, Pressure, Acceleration and Speed Lab, QA Testing Lab, Mass & Volume Lab, Thermal Lab, Inhouse Repair Lab and warehouse. An extensive vendor network and partnership with OEMs ensures availability of critical components with minimum turnaround time from its central warehouse.

Paperless & Comprehensive Digital Solution: Sodexo's HTM digital solution helps healthcare providers to instantly access inventory status, real-time updates on complaint, automatic scheduling as per regulations. Customizable digital MIS dashboard facilitates end-to-end service delivery with an overview of complete equipment lifecycle.

Dedicated Technical Team: Sodexo's on-site and central pool of experts are trained to handle all types of equipment. The new facility employs over 270+ technical staff including engineers, 80+ subject matter experts, health & safety certified experts for quality and excellence, supporting all audits and accreditation.

Sodexo HTM is a one-stop solution for clinical technology management. It runs on a state-of-the-art CMMS technology platform supported by a fully equipped lab with a wide variety of spares and accessories to ensure flawless repair and maintenance by expert biomedical technicians. This includes keeping track of assets, improving equipment uptime and availability at the same time as reducing total cost of ownership for the hospital management. Launched in 2017, Sodexo HTM services are currently operational in 9 states, including West Bengal, Uttar Pradesh, Bihar, Odisha, Assam, Maharashtra, Andhra Pradesh, Punjab and Jharkhand. Currently through its partnership with HITES, Sodexo has been delivering comprehensive asset maintenance and management of 80,000+ medical equipments at 1,500 site locations in 28 districts, of which West Bengal is the largest contract through HITES.

About Sodexo India

Sodexo India is fuelled with the brand purpose of creating a better everyday for everyone to build a better life for all. We provide a bouquet of 100+ service offerings to varied clientele — corporates, healthcare organizations, manufacturing locations, educational institutes and in remote environments. Our solutions range across food & catering, facilities management, technical services, workplace experience, energy management, and benefits & rewards services. Sodexo India is powered by a team of 58,000 employees who cater to 500 clients at 1,100 sites daily. We harbour an inclusive, diverse, fair, equal, and positive work environment to improve the quality of life of those we serve and the communities, everyday.

For more information, visit our website: <https://in.sodexo.com/home.html> or social media channels: Instagram, LinkedIn, Facebook, X.

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