

Real value-added benefits mean never having to say you're sorry.

New customers always ask the same question: "What makes specialty distributors special?"

Here's a list of just some of the extra value you gain from your partnership with a specialty distributor.

The list isn't short, and what you see isn't everything, because as they say in the infomercials, "But wait, there's more!"

In general

- Experts in our field.
- We're part of the community.
- Focus on relationships (and hence responsibility), not just sales.
- Long-tenured reps that know the needs of our accounts.
- Nurturing reps, not just "seagull sales."

Innovation

- No. 1 providers of new, innovative technologies.
- Find cost-effective products at purchase.
- The risk-takers in new technologies with investments in marketing, education, and inventory for new small manufacturers.
- Willingness to absorb risk in new technologies for better outcomes.

Distribution

- Accessible 24 hours a day, seven days a week.
- Same-day shipping.
- Guaranteed fill rates.
- Drop-ship capabilities.
- Emergency delivery.
- Electronic data interchange.
- Custom packaging (different manufacturers).
- Break boxes to eaches.

- Backup (substitute) products.
- Inventory optimization.
- Just-in-time delivery.
- Problem solvers.
- Supply and equipment tracking.
- Experts in our field.
- Assistance in recalls.
- Personal delivery with inservicing.
- Extraordinary customer service.
- Local stocking.
- Product knowledge without part numbers.

Education

- Experts in our field.
- Consultative representatives.
- Inservicing 24 hours a day, seven days a week.
- Full support of technologies and problem-solving.
- Educators on staff. (credentialed RN's, RRT's, etc.)
- Scientific lecture series.
- CEU courses.
- Hands-on education.
- Knowledge of our industry and our competitors.
- Problem-solvers.
- Reps are continuously educated.
- Newsletters on technology and scientific papers.
- Pre- and post-delivery inservices.
- No-charge consultation.
- Total sales involvement: administrative, purchasing, and clinical.

- Support and sponsor specialty meetings for clinicians and doctors.

Service

- Repair what we sell.
- Repair what others sell.
- 24-hour hot line.
- In-house customizing and configuring.
- Liability extraction.
- Preventive maintenance.
- Insured.
- Loaners.
- Inservicing.
- Warranty loaner equipment.
- Guaranteed uptime.
- Local service.

Financial

- Thirty-day terms or flexible to suit.
- Free freight or other innovative policies.
- Rent to own.
- Lease purchase options.
- Rental equity applied to purchase.
- Consignment of equipment and supplies.
- Bill for use only on available equipment.
- Early payment discounts.
- 100% money-back guarantees.
- Loan of equipment on disposable usage.



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