Dr. Ameen Shaik is an outstanding entrepreneur. He brought his Poliklinik Shaik in Shah Alam, Selangor, to a whole new level. His clinic is on the panel of more than 220 companies (Proton, AIA, ING, etc.) and treats over 150 patients per day. Since we are very proud to call Dr. Shaik our customer we met and asked him, which role PMO plays in his story of success and growth.

CGM Malaysia: “Dr. Shaik, you have been using PMO now for more than four years. Why did you decide to choose PMO back in 2008?”

Dr. Shaik: “The strong emphasis and confidence the sales representative expressed towards me back then. This had a long lasting impression on me and where among the most important reasons for me to purchase PMO in the end.”

CGM Malaysia: „But prospects and promises is not a final basement for a business. What drove your loyalty over all this time?”

Dr. Shaik: „The most important factor is CGMs strong after sales support and customer care. As a doctor you receive so many different offers day by day. Many of them sound nice and convincing in terms of product capabilities - but in the end, when I face downtimes or other issues with the software I bought, this is of no use to me.”

CGM Malaysia: „Which actions do you expect from a software provider in these cases?”

Dr. Shaik: „In these cases I need the company to be right there at my side, solving my problems and bringing my system back online - as fast as possible, because time is money!”
CGM Malaysia: „And CGM Malaysia did fulfill this requirement successfully?”

Dr. Shaik: „Yes! With CGM I have the right partner at my side. They listen to me very closely and understand my needs. Thereby, they are always up to date with regard to my problems and future challenges. In this context I want to emphasize how important it is to work with a stable partner company. It is no use for me to start a collaboration with a company that leaves the market again after one year. CGM is a global player that entered the local market to strive for sustainable success.”

CGM Malaysia: „Sounds like, including the right business partner, you have everything you need in one solution?”

Dr. Shaik: „Yes thats right, from registration, over treatment documentation, drug prescription and pharmacy inventory, to billing and policy checks - all in one place.”

CGM Malaysia: „Is there anything that you would like to see added into the software?”

Dr. Shaik: „Of course there is always room for improvement. But this is another playing field CGM utilized to delight me. There is an ongoing conversation about further improvements and useful features. This dialogue lead to a row of optimizations, e.g. just reasonably CGM came up with a solution to run PMO on an iPad, one week after I said that I am very interested to see this.”

„PMO is more than just an ordinary medical management system.”

CGM Malaysia: „Coming back to your recent history. In your opinion, what is the main driver of your impressive growth within the last years?”

Dr. Shaik: „It is definitely due to partnering with and being on the panel of large companies.”

CGM Malaysia: „And what role does PMO play in this scene?”

Dr. Shaik: „For me, PMO is more than just an ordinary medical management system. It is an intelligent solution supporting me throughout all my day to day activities. All data and information along my business activities are accurately tracked and stored. Most interesting for the panel cooperation: The sophisticated billing module can export all necessary financial details and transfer them electronically.”

CGM Malaysia: „Meaning you work together with panels completely electronically?”

Dr. Shaik: „Yes, the panel companies that can process electronic data in their accounting software, receive all this via Internet. At their site they can just import all the relevant data into their software. Thereby, both parties save a lot of time and reduce failure rates - which in the end equals money.”

So far there seems to be no limitation to Dr. Shaik’s Success Story. We are excited about the future and looking forward to grow and learn along side his business.

We are keen to proof our statements. Get in touch and contact us at: +603 899 66 700 or visit us online: www.cgm.com/my