



Dubai Health Authority moves to near total online procurement

Mohammed Juma Miftah is the Manager/Director of Purchasing and Contracts Department at the Dubai Health Authority/Department of Health and Medical Services. During his time with the authority Mr Miftah has moved towards near total online procurement. Between 95% and 99% of purchases, worth billions of dirhams, are now made through Tejari.

"Since moving to online auctioning and fully appreciating the advantages of Tejari's unique services, DOHMS has made rapid progress in switching from offline to online trading. All of our purchasing used to be completed manually on paper, which took time to ensure that the correct documents were in order and involving hidden costs such as faxes and international telephone calls. With Tejari, we have eliminated these hidden costs, and streamlined the number of suppliers we do business with," says Mr Miftah.

DOHMS procures almost all of its drugs and pharmaceuticals, equipment, and medical laboratory items online.

Mr Miftah engineered the transition to Tejari, and DOHMS was the first government department to join the region's most successful online B2B marketplace.

Mr Miftah says "To guarantee a first-class health service requires that procurement remains a major element of our organization. A single long-term contract with a pharmaceutical company can be valued at Dhs10 million, and so to make certain that our contracts are competitive, we turned to Tejari."

Tejari CEO, Omar Hijazi, says "We are pleased to have aided DOHMS with their phenomenal online success. After migrating onto Tejari's network, DOHMS has reaped the benefits of a range of Tejari's e-business initiatives, including the search of online catalogues, the ability to perform spot-buying, and in particular, the creation of auctions - all in a secure environment. DOHMS has been able to realize huge cost savings; becoming more streamlined and efficient as a result."



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Managing and operating the essential infrastructure of the Emirate's medical facilities, DOHMS is one of the most important government departments, responsible for the well-being of hundreds of thousands of citizens and residents of Dubai.

Since orchestrating the move to Tejari, Mr Miftah also says that online trading is mutually beneficial. "Our suppliers also prefer this method of tendering, as online trading surpasses its manual equivalent in transparency enabling them to compete on an equal playing field."

In the first quarter of 2004, the number of auctions conducted by DOHMS online was 269. Since then, there has been a steady rise throughout 2005 and 2006, while in 2007 a remarkable 1421 auctions have taken place.

Mr Miftah's membership of the Leaders' Club is a testament to the massive changes in procurement he has initiated for his Government department and the cost savings and efficiency that he has added.

"Procurement plays a critical role in our business. To guarantee a first-class health service it must remain a major element within our organization, and based on what we have

accomplished with Tejari to date, maintaining this particular emphasis on procurement will not be a problem," he says.



Company name: Dubai Health Authority

Company Profile: Provides administrative and financial services to hospitals, clinics and medical facilities; distribution of health cards and licensing of private health care institutions.

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Summary :

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