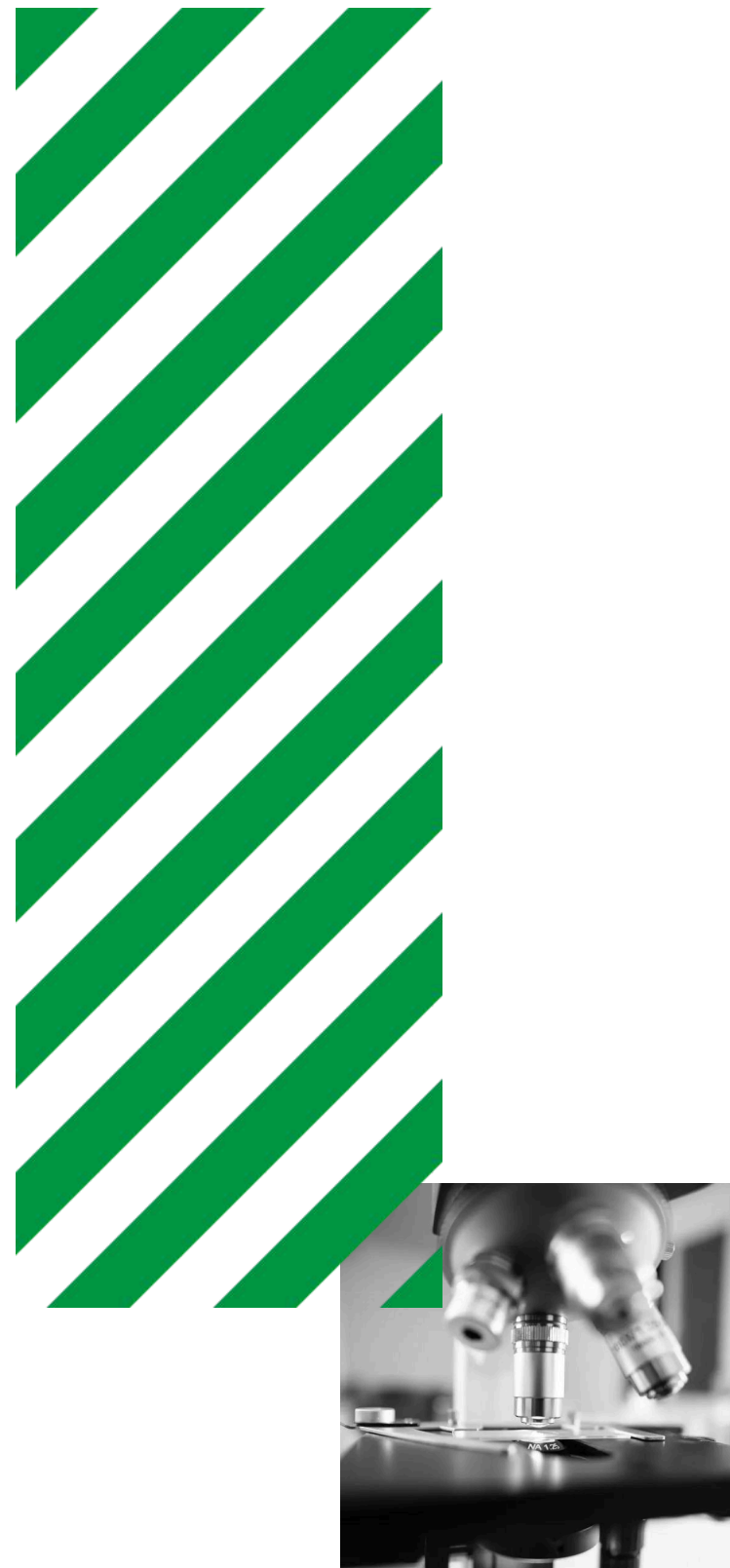


CAO Laser Service

Company Profile



An Italian company with over **30 years of experience** in the medical national laser sector, primarily serving the urology, ophthalmology, and ENT markets.

We are



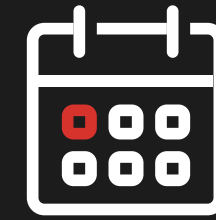
IN 2020 THE COMPANY RECEIVED THE "PARTNERSHIP AWARD SURGICAL EUROPE" AND IN 2022 IT WAS AWARDED THE "BEST SERVICE EUROPE" FROM LUMENIS

Key Facts — 1

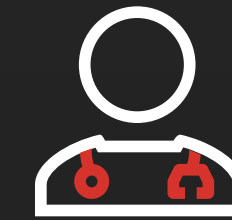
Founded in 1994, today it is part of the IMD group, operating as a reference point in the distribution and technical assistance of advanced laser technologies for medical use.

Initially focused on the ophthalmology market, she later extended her interest to general surgery and urology, integrating advanced solutions based on holmium and CO2 lasers.

Since 2002 for over 20 years CAO has been LUMENIS surgical exclusive Italian distributor.



Over 30 years of
experience
in surgical lasers



Serving urology,
ophthalmology, and ENT

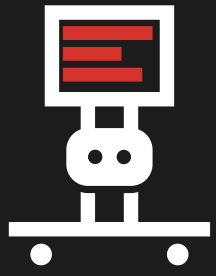


Member of IMD Group
since 2023



Exclusive Italian
distributor for LUMENIS
(20+ years)

Key Facts — 2



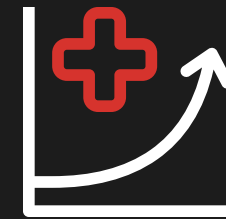
Advanced solutions:
holmium and CO₂ lasers



Recognized with major
European awards



Trusted national
reference for technical
assistance



Continuous commitment
to medical innovation
and training

Through its consistent presence in operating rooms and participation in national and regional congresses, CAO has established itself as a trusted reference point within the industry.

This recognition has been reinforced by international awards: in 2020 the company received the “Partnership Award Surgical Europe” and in 2022 it was awarded the “Best Service Europe” from LUMENIS.



OUR MISSION

Provide a holistic approach that includes training, sales, rental, and technical support.

Ensure timely resolutions and top quality performance to achieve extraordinary clinical results alongside the best professionals.

Partnerships



Market Context

The medical market requires reliable, up-to-date and certified solutions. CAO meets these needs thanks to a combination of technical expertise, strategic partnerships and a strong commitment to training.

Through collaborations with international leaders such as LUMENIS and Boston Scientific, CAO guarantees access to cutting-edge technologies. The company ensures nationwide coverage for technical support and training, operating in full compliance with ISO quality standards. Its activities are supported by an in-depth knowledge of both the market and the technologies, the result of decades of experience in the medical sector and direct engagement with healthcare professionals.

Spare parts revenue from 2020

+42.8%

Service contract revenue from 2020

+244.5%

Service from 2020

+362.5%

Training Impact

CAO stands out for its commitment to training for the service of the patient, offering a high level of preparation for doctors and nurses.

300+

physicians and
nurses trained
monthly

150+

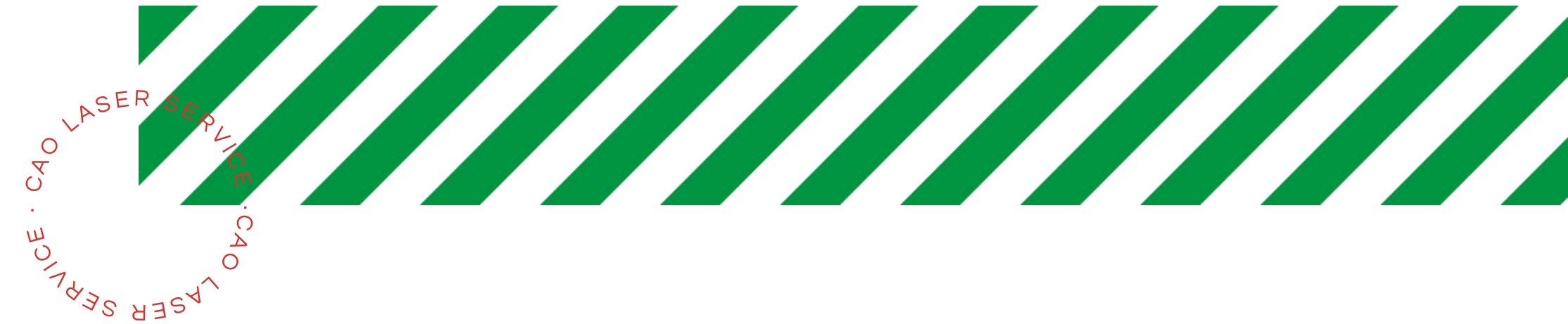
holmium lasers
distributed
nationally

2,000+

hours of annual
medical equipment
education

Training
provided in
hospitals and
clinics across all
regions of Italy

Core Strengths



30+ years experience

Over 30 years of experience in the field of surgical lasers CAO has established a solid reputation in Italian clinical engineering, becoming a trusted partner and positioning itself as a **national reference point for technical support and training**.

ISO 9001 Certification



Since 1994, the company has maintained ISO 9001 certification (currently updated to ISO 9001:2008), reflecting its **concrete commitment to quality standards, reliability, and structured processes**. We keep our industry knowledge, ensuring consistency and alignment with the latest developments in the medical sector.

Integrated sales, service, training

It offers not only high-quality products, but also a complete technical service and training to certified operating room staff with certificates of suitability, **ensuring competence and autonomy during the use of the equipment**.

Exclusive distributor for global brands

CAO serves as the **exclusive Italian distributor of LUMENIS/Boston Scientific surgical lasers**, a global leader in the sector. This partnership ensures access to cutting-edge technology and privileged access to advanced solutions.

A national point of reference

CAO is now regarded as a benchmark in Italy by the majority of hospitals and clinical engineering departments, thanks to its **longstanding expertise and commitment to excellence in the surgical laser sector**.

Commitment to innovation

CAO believes in innovation as the world's driving force. It constantly strives to keep its proposal always updated, with the **most advanced machinery and in line with the best quality standards available**.



Future Objectives

1

Advance technical service in healthcare through innovation, national presence, and excellence

As a national point of reference in the field of surgical lasers and clinical engineering support, CAO looks to the future with a clear and ambitious vision: to improve the standard of technical service in healthcare through innovation, territorial presence, and operational excellence.

2

Promote preventive maintenance, help hospitals reduce failures and extend device lifespan

A key strategic objective is to promote preventive maintenance as a standard practice, moving beyond the reactive approach of urgent repairs. By adopting a proactive management model for electromedical equipment, CAO helps healthcare facilities prevent failures, extend device lifespan, and avoid delays in treatments, safeguarding both operational efficiency and patient care continuity.

3

Digitize technical assistance: efficiency, transparency, seamless integration for clinical engineering

CAO is advancing the digitization of technical assistance services, making them more efficient, transparent, traceable, and seamlessly integrated into the workflows of clinical engineering departments.

4

Expand regional operations, guaranteeing local support nationwide

We are actively expanding its regional presence, ensuring timely and localized support across the entire country. With a well-established operational structure in the North, Center, South, and Islands, CAO guarantees full national coverage, responding quickly to the needs of both public and private healthcare facilities.



Our vision for healthcare

Committed to being a trusted, forward-thinking partner
for healthcare professionals throughout Italy.

Looking ahead, CAO will continue to invest in
cutting-edge technologies and customized
solutions, supporting the modernization of
healthcare infrastructures and contributing in a
tangible way to improved clinical outcomes and
better patient well-being.

Through these strategic goals, CAO aims not only to
consolidate its leadership in the sector, but also to actively
shape the future of healthcare, confirming its role as a trusted,
forward-thinking partner for healthcare professionals
throughout Italy.



Contact Us

For service inquiries, partnerships, or more information about our advanced medical laser solutions, get in touch with our team.

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CAO LASER SERVICE
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