## Growing by solving customer problems

Demand for healthcare is growing fast. As global populations get older the need for better testing, diagnosis and treatment is increasing. In China alone, there will be 400 million people over the age of 60 by 2040, almost double what it is today.

This huge demographic shift is being replicated in countries all over the world and it is driving demand for better healthcare to keep our ageing populations healthier for longer.

Longer Pump is a Halma company based in Baoding in northern China. Its innovative healthcare solutions are helping to solve some of these global challenges. The company makes pumps that can control the flow of fluids with an accuracy a hundred times smaller than a drop of water. These pumps go into a range of healthcare applications, from dialysis machines that clean a patient's blood to In Vitro Diagnostics (IVD) that analyse medical samples to detect disease.

## Solving customer problems

Longer Pump was approached by a long-standing customer, a large Chinese medical equipment company, to help solve a problem. The company needed a pump for its new dialysis machine that could be custom-built while meeting the high standards of the national healthcare regulator.

Longer Pump's core technology enables the continuous and precise transfer of fluids, without the need for valves. This type of technology is called a peristaltic pump, which uses compression to squeeze and release tubing to create a gentle and continuous movement of fluid. This was critical for this customer's requirements as it prevents blood cells from getting damaged by the pumping mechanism, which could harm the patient. It also ensures the blood only touches the inner lining of the tube, reducing the risk of contamination.

Longer Pump's close relationship with the customer, its understanding of the sector's regulatory requirements, and its ability to move fast and adapt its existing technology meant that it could provide a high-quality solution at speed.

## Growing into new markets

Longer Pump's deep application expertise and its focus on solving customer problems has enabled it to keep growing not just in its home market of China, but also internationally.

Since joining Halma ten years ago, Longer Pump has taken advantage of Halma's Growth Enablers to seize new opportunities and today it sells in more than 130 markets, including the US and Europe.

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People worldwide with chronic kidney disease\*

\* https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9073222/

