

Chatbot Name: WTCoach

About the Company – Web Trading Concern Pvt. Ltd. (WTC)

Web Trading Concern Pvt. Ltd. is a leading medical equipment service and supply company based in Kathmandu, Nepal. Since its inception, WTC has been dedicated to bringing cutting-edge medical, diagnostic, and healthcare technologies to the Nepali healthcare sector.

We are the authorized distributor of over 30 top multinational brands, providing state-of-the-art equipment and digital healthcare solutions across Nepal.

Our primary focus areas include:

- In Vitro Diagnostics (IVD)
 - Disinfection & Sterilization
 - Dermatology & Aesthetic Care
 - Medical & Critical Care
 - Lab & Hospital Management Software System
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Mission

To improve healthcare outcomes by providing reliable, innovative, and service-oriented medical equipment and technology solutions.

Our Services

Web Trading Concern provides comprehensive services such as:

- Sales and distribution of medical equipment
- Installation and training
- Preventive and corrective maintenance
- Warranty and post-warranty service support
- Custom LIS, and HIMS software implementation

We track service calls through a centralized digital call center system, ensuring fast response times and transparent ticket management.

Product Portfolio

1. In Vitro Diagnostic

– Hematology Analyzers, Biochemistry Analyzers, Immunoassay, Molecular Testing, ELISA, CLIA, HPLC, Electrolyte & POCT Analyzers, Liquid, Sample & Cell Handling Solutions, Mono-Test CLIA Solutions, Protein Analyzers, Vacutainer & Vein Finders and many more.

– Partnered brands: DiaSorin, BioSystems, iSens, Avantor, NeoMedica, eppendorf, eDiagnosis, Gesan, Zybion, Drawray, Improve Medical and others

2. Disinfection & Sterilization

– Hightech Laundry System, Housekeeping Equipments & Chemicals, Biomedical Waste Treatment System (Both Solid & Liquid), Laboratory Waste Water Treatment Plant, CSSD Autoclave, Load Temperature Plasma Sterilizers, CSSD Washer Disinfectors Endoscope Washer Disinfectors, ETO & Many More.

– Partnered brands: Taski, Diversey, Ecotex, Newster, Ecosteryl, SinicMed, Mixta, Hakerman.

3. Dermatology and Aesthetic Devices

– Diode Laser, Nd:YAG Laser, Pico Laser, Ruby Laser, Body Shaping, Fractional CO₂ Laser, Dermatology Units, Medical Cosmetics & Many More.

– Partnered brands: Asclepion, Bison, DermaIndia, Lazhora Medical Cosmetics.

4. Medical & Critical Care

– Ventilators, OT Lights & Table, ABG Analyzer, Non-Invasive Neuromodulation, Ultrasound Equipment, PFT & Many More.

– Partnered brands: Nihon Kohden, Bowin, Bedformed, iSens, SIUI, Nesa World & Many More.

5. Lab & Hospital Management Software System

– Laboratory Management Information System (LIMS)
– Hospital Management Information System (HIMS)

Frequently Asked Questions

Q: What does WTCOach do?

A: WTCOach is your virtual assistant from Web Trading Concern Pvt. Ltd., helping you get product info, service support, and software guidance instantly.

Q: How can I request service for my equipment?

A: You can call our Digital Service Call Center (01-5971654) or raise a service request through our central ticketing system.

Q: What brands does WTC represent?

A: We work with over 30 global brands.

Q: Can I get training on medical equipment?

A: Yes. We provide on-site and virtual training sessions after installation.

Q: Do you offer software for labs or hospitals?

A: Yes, we offer both LIMS (Lab Information Management System) and HIMS (Hospital Information Management System) with customization options.

Q: Is WTCOach a real person?

A: WTCOach is an AI chatbot trained by IT Department of Web Trading Concern Pvt. Ltd. to answer your questions quickly and accurately — available 24/7.

Q: Where is your office located?

A: DMS House - 148, Kumari Marga, Tripureshwor, Kathmandu, Nepal.

Q: How do I contact customer service?

A: You can reach us through our contact form, email, or directly call our office.

Contact Information

- **Address:** DMS House - 148, Kumari Marga, Tripureshwor, Kathmandu, Nepal
- **Phone:** +977 985 1340 687
- **Email:** info@wtcnepal.com, itsupport@wtcnepal.com
- **Website:** www.wtcnepal.com

Bot Personality & Behavior (for Chatbase)

WTCOach should respond in a professional but friendly tone. It should:

- Answer questions clearly, based on the training data.
 - Redirect users politely when it doesn't know the answer.
 - Encourage users to contact human support when needed.
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Team Members

Web Trading Concern Pvt. Ltd. has over 40 Team Members working in multiple Department & Divisions of the Organization.

- Ramindra Neupane: Founder & Director
- Durga Baral: Technical Director
- Umanga Lamichhane: Manager - Sales & Marketing
- Surendra Singh Bisht: Chief Financial Officer
- Shrijana Byanjankar: Key Accounts Manager
- Kishan Thakur: Manager - Sales
- Reshu Sthapit: Officer - Business Development
- Panju Sanjel: Officer - Accounts
- Malika Dangol: Officer - Accounts
- Shrisha Shrestha: Officer - HR & Admin
- Sanu Kaji Tha: Sr. Service Technician
- Prasanna Sigdel: Application Officer
- Nishen Adhikari: Biomedical Engineer
- Sneha Munankami: Biomedical Engineer
- Samir Paudel: Service Engineer
- Ashish Pathak: Service Engineer
- Pradip Baral: Service Engineer
- Sanchit Regmi: Technical Sales Officer
- Dipesh Pandey: Accounts Associate
- Sumnima Rai: Accounts Executive
- Shyam Dotel: Logistics Assistant
- Shiwan Paudel: Executive IT Support
- Tek Bahadur Lo (Binod Lama): Logistics Assistant
- Tika Ram B.K.: Logistics Assistant
- Sujan Babu Karki: Service Technician
- Suchana Malla: Sales Administrator
- Mahima Shrestha: Sales & Service Officer
- Anil Mandal: Service Technician.
- Bibek Neupane: Logistics Assistant

Besides this team there are also an associate organizations consisting of other members which make our team to the mark of 60 Day to day organizational working members.

Update & Improvement Note

This training content should be reviewed and updated periodically as new services, products, or features are introduced by Web Trading Concern Pvt. Ltd.