



PRODUCT & SERVICE CATALOG

Technology Leader in Healthcare Informatics

100% domestic software and hardware solutions since 1993

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ESOGÜ Meşelik Campus ETGB Osmangazi Technopark No: 59/102 Odunpazarı / Eskişehir, Türkiye

Who We Are

Mergen Yazılım A.Ş. was founded in Eskişehir in 1993 with 100% domestic capital. We serve all of Türkiye from our Eskişehir headquarters (ESOGÜ Meşelik Campus, Osmangazi Technopark). We develop integrated software solutions for hospitals, universities and institutions, and manufacture hardware, most notably kiosk devices. With our active TÜBİTAK 1501 and 1507 R&D; projects, we develop AI-assisted PACS radiology and LIS applications.

Our Certificates

ISO 9001 • ISO 27001 • CE • Common Criteria • TSE SPICE

Healthcare

Hospital Information Management System (HIMS)

Manages all hospital processes from patient admission to discharge, with verifiable management reports powered by cross-queries.

- Integration: API-first infrastructure enables easy integration with third-party software.
- Automated operations: Sağlık Net data submissions, Medula follow-ups, service and invoice records, E-Nabız bed information, prescription drug/material list retrieval and scheduled SMS delivery all run automatically.
- Reporting: Dozens of built-in reports plus custom report designs based on your criteria.
- Backup: Daily full and hourly differential backups with automatic compression and proactive alerts.
- Web-based: Runs on all operating systems and devices with no installation required.
- 24/7 support: Uninterrupted service from our expert support team.

Laboratory Information Management System (LIMS)

Communicates with laboratory devices to handle definitions, orders, approvals, results, reporting and statistics.

- AI support for detecting abnormal values and inconsistencies in results
- Autoverification rules backed by intelligent suggestions
- Trend analysis on quality control data
- Bidirectional device communication (sending orders, receiving results)
- Sample tracking with barcode-based workflow
- Approval mechanisms and result verification

PACS

AI-assisted radiology applications; archiving, distributing, displaying and storing radiology images.

- AI-assisted pre-evaluation and marking on images
- Worklist optimization by prioritizing suspicious findings
- Decision support for physicians during reporting
- DICOM-compliant image archiving
- Secure image sharing inside and outside the hospital
- Web-based viewer accessible from any device

Health Tourism Module

Manages registration, tracking and reporting of international patient processes on a single platform.

- International patient registration with passport/visa tracking
- Multilingual patient communication support
- Agency and agreement management
- Reporting compliant with health tourism regulations
- Full integration with HIMS

Dental Information System (DHBS)

A web-based system that manages the treatment stages applied to patients in dental hospitals, working on an interactive tooth chart.

- Oral diagnosis: An oral diagnosis is entered for a patient's first visit and shown on the tooth chart.
- Examination and treatment records on an interactive tooth chart, with past services listed on the chart
- Treatment planning and session tracking
- Orthodontic procedures: Orthodontic records are sent to the Medula system via orthodontic registration/submission, and saved orthodontic forms can be queried.
- Sterilization tracking: Sterilization of materials used in dental clinics is tracked.
- Prosthesis and laboratory work order management

WhatsApp Appointment Bot

A smart assistant that lets patients book, check and cancel appointments over WhatsApp.

- Booking, checking and cancelling appointments via WhatsApp
- Appointment reminder messages
- Available slot suggestions by department and physician
- Real-time integration with the HIMS appointment infrastructure
- Guided, multi-step conversation flows
- Reduced call center load during peak periods

Independent Laboratory Solutions

End-to-end software for independent (private) laboratories, from sample intake to result reporting.

- Contracted institution and external customer management
- Sample intake, barcoding and courier/route tracking
- Automatic result transfer via device integrations
- Online result viewing portal
- Institution-based pricing and billing
- Statistics and quality control reports

Operating Room Module

A module that lets physicians manage surgery creation and operating room processes.

- Surgery creation and planning processes
- Operating room records tracked together with the patient file
- Web-based — runs on all devices without installation
- Fully integrated with HIMS

Dialysis Module

A module that manages treatment planning, room and device occupancy, and patient–device infection status in dialysis units.

- Automatic treatment planning
- Manual planning
- Room and device occupancy tools
- A mechanism that compares patient and device infection status

Radiology Module (RIS)

A module that manages order intake, appointments, order approval and reporting in radiology units.

- Order intake
- Appointment scheduling
- Order approval
- Report writing upon order completion
- Integrated operation with PACS

Physical Therapy and Rehabilitation Module

A module that manages session planning, practitioner assignment and room/box occupancy analyses in physical therapy units.

- Automatic day, time and practitioner assignment
- Manual planning
- Room and box occupancy analyses

Organ Transplant Module

A module for planning the transplant process, evaluating the patient and tracking events in real time during surgery.

- Planning of the transplant process and its form
- Patient evaluation
- Execution of operating room processes
- Real-time event entry and tracking during surgery

Apheresis Module

A module that manages the process of replacing problematic parts of patients' blood cells with donor cells.

- Recording and tracking of the apheresis process
- Integrated operation with HIMS and laboratory processes

Obesity Module

A module for entering and tracking pre- and post-surgery patient information in obesity centers.

- Recording of patient information before obesity surgery
- Post-surgery patient follow-up
- Integrated operation with HIMS

Education

Campus Management System (E-Campus)

A BOLOGNA-compliant, modular, web-based university information system covering all academic processes from first registration to graduation.

- Student affairs: registration, course selection, grades, transcripts, graduation
- Full compliance with BOLOGNA processes
- Academic calendar and curriculum management
- Tuition and payment tracking
- Integration with YÖKSİS and other institutional systems
- Modular and parametric structure — shaped around your institution

Learning Management System (LMS)

A fully domestic LMS meeting all communication and sharing needs of instructors and students in formal and distance education.

- Course content sharing and assignment management
- Live lecture and video conferencing integration
- Exam and assessment tools
- Student progress tracking and reporting
- Full integration with E-Campus

Exam Module

A module that builds question banks under BOLOGNA and prepares varied question booklets and optical answer keys.

- Creating category-based question banks
- Varied question booklets through random question selection
- Preparation of optical answer key forms
- Defining question selection criteria via the exam creation algorithm

Document Management Systems

Electronic Document Management System (EDMS)

Moves document exchange to the electronic environment and standardizes internal and external correspondence processes.

- Electronic and mobile signature support
- Document management compliant with the standard file plan
- Registered Electronic Mail (KEP) integration
- Smart workflows and approval processes
- Archive management and fast search

Quality Management System (QMS)

Digitalizes corporate quality processes end to end with document, CAPA, audit and indicator management.

- Preparation, approval and revision tracking of quality documents
- Corrective and preventive action (CAPA) management
- Internal and external audit planning and tracking
- Quality indicators and target monitoring
- Compliance with Quality Standards in Health (SKS)

Human Resources

Personnel Module

Manages personnel records, leave, assignments and staffing processes on a single HR platform.

- Personnel records and file management
- Leave request and approval processes
- Assignment and staffing tracking
- Organizational chart management
- Full integration with the Payroll Module

Payroll Module

Automates salary, additional payment and deduction calculations in compliance with current legislation.

- Automatic salary and additional payment calculations
- Compliance with social security and tax legislation
- Bulk payroll generation and e-payslip distribution
- Bank payment file generation
- Detailed accrual reports

Leave and Promotion System

A web-based system that manages staff leave, promotion and medical report processes.

- Management of leave processes
- Management of promotion processes
- Tracking of medical report processes
- Integrated operation with the Personnel module

Incentive Payment Module

A module that performs per-person incentive calculations in universities using the quality–productivity coefficient method.

- Per-person incentive calculation
- Quality–productivity coefficient calculation method
- Integrated operation with payroll processes

Strategy

Survey Module

Enables designing, running and analyzing internal and external surveys.

- Drag-and-drop survey design
- Publishing by target audience and period
- Real-time result monitoring and graphical reports
- Satisfaction trend analysis
- Integration with strategic planning processes

Strategic Planning Module

Supports preparation of corporate strategic plans and tracking of goals and indicators.

- Strategic objective and goal tree definition
- Performance indicator tracking
- Periodic realization entries and approval workflows
- Integration with the Activity Monitoring Module
- Management dashboard and summary reports

Activity Monitoring Module

Enables planning and monitoring of unit activities and automatic generation of activity reports.

- Unit-based activity planning
- Realization tracking and status reports
- Automatic activity report generation
- Linking activities to strategic goals
- Management approval processes

Institutional Self-Evaluation Report (KIDR) Module

Manages Institutional Self-Evaluation Report processes in line with YÖKAK criteria.

- Structure compliant with the YÖKAK criteria set
- Evidence collection and archiving from units
- Criterion-based maturity assessment
- Automatic KIDR report generation
- Year-over-year comparison and progress tracking

Data Collection Systems

Manages periodic data collection from units, validation and consolidated reporting.

- Flexible data form design
- Unit-based data entry periods
- Data validation and approval workflows
- Consolidated reporting and export
- Integration with strategic planning and KIDR processes

Decision Support Module

A module that analyses outputs from institutional activities in line with senior management's goals.

- Analysis of activity outputs in line with goals and strategies
- Generation of statistical data
- Support for operational, tactical and strategic decisions

Hardware & Kiosk Solutions

Kiosk Devices

Patient check-in and queue kiosks manufactured in-house — hardware and software from a single source.

- Kiosk hardware manufactured in-house — single-source supply and support
- Fast patient check-in with national ID card reader
- Queue management and guidance scenarios
- Real-time integration with HIMS
- Touch-based, hygienic and accessibility-friendly design
- Enclosure and software customizable to institutional needs

Kiosk Navigation

In-hospital wayfinding: interactive floor and department navigation on kiosks.

- Interactive floor and department maps
- Step-by-step guidance to clinics, laboratories and imaging units
- Automatic routing from appointment details to the target department
- Multilingual support
- Accessible route options
- Central updates through the kiosk management software

Kiosk Management Software

Central monitoring, content and update management for every kiosk in the field.

- Central monitoring of all kiosks (online/offline, hardware status)
- Remote content and software updates
- Per-device scenario and screen design management
- Paper/consumable alerts
- Usage statistics and reporting
- Automatic forwarding of fault reports to our support team

ICU Device Solutions

Bedside device integrations and hardware solutions for intensive care information management.

- Bedside monitor, ventilator and infusion pump integrations
- Automatic, uninterrupted recording of vital signs
- Elimination of manual data entry errors
- Data flow into intensive care scoring systems
- Full integration with HIMS and ICU software
- Hardware and connectivity solutions matched to the device fleet

Time & Attendance Device Solutions

Card and biometric access devices with integrated software for personnel attendance control.

- Card-based and biometric (fingerprint, face recognition) access devices
- Turnstile and door access control integrations
- Automatic matching with shift and work schedules
- Overtime, late arrival and absence reports
- Full integration with the Personnel and Payroll modules
- Central monitoring with multi-location support

Payment System Solutions

POS and payment integrations across cashier desks, kiosks and online channels.

- Cashier desk integration with bank POS devices
- Self-service payments through kiosks
- Online collection infrastructure
- Automatic posting of payments to HIMS invoice records
- End-of-day reconciliation and collection reports
- Multi-bank and multi-cashier support

Services

Hosting Services

Redundant, monitored server hosting suited to the sensitivity of healthcare data.

- Application and database hosting
- Daily full and hourly differential backup infrastructure
- 24/7 monitoring and proactive alerting
- KVKK-compliant data retention approach
- Disaster recovery scenarios
- Installation, migration and maintenance by an expert team

IT Solutions & Services

End-to-end installation, maintenance and management services for institutional IT infrastructure.

- Server and storage infrastructure installation
- Virtualization solutions
- Software and hardware inventory management
- Regular system health checks under maintenance agreements
- End-user support services
- Service models that scale with institutional needs

Oracle Consulting

Oracle database installation, administration, performance and backup consulting.

- Oracle database installation and configuration
- Performance analysis and tuning
- Backup and disaster recovery strategies
- Version upgrade and migration projects
- Security hardening
- Maintenance and monitoring agreements for continuity

Network & System Consulting

Consulting for enterprise network design, system infrastructure and improvement.

- Network topology design and structured cabling consulting
- High availability and redundancy planning
- Server and virtualization infrastructure consulting
- Network performance analysis and improvement
- Wireless network planning
- Audit of existing infrastructure and improvement roadmap

Cybersecurity Services

Cybersecurity support tailored to healthcare institutions: hardening, monitoring and awareness.

- System and server security hardening
- Vulnerability assessments
- Network security configuration (firewall, segmentation)
- Backup and anti-ransomware protection strategies
- Support for KVKK and information security compliance
- Security awareness training for staff

Backup & Disaster Recovery

Backup strategy, disaster recovery planning and rapid restore for institutions where downtime is not an option.

- Backup strategy design tailored to institutional needs (full, differential, incremental)
- Database backup and recovery scenarios
- Disaster recovery (DR) planning and regular restore drills
- Offline and immutable backup copies against ransomware
- Automatic compression, verification and alerting for backups
- On-site and offsite replication design

Virtualization & Server Hardware

Installation and management of virtualization environments; selection, supply and maintenance of server and storage hardware.

- Installation and management of enterprise virtualization platforms
- Physical-to-virtual (P2V) migration projects
- Virtual machine backup, snapshot and migration strategies
- Server and storage hardware needs analysis, supply and installation
- End-to-end service from rack setup to production deployment
- Resource utilization analysis and capacity planning

Linux System Administration

Installation, configuration, hardening and performance tuning across enterprise Linux distributions.

- Installation and configuration on enterprise Linux distributions
- Security hardening and patch management
- Performance analysis and tuning
- Service and application server configurations
- Repeatable server setups through automation
- Continuous system health tracking under maintenance agreements

Monitoring & Observability

24/7 infrastructure monitoring; full visibility into your entire stack with real-time alerts and dashboards.

- Server, service and database monitoring
- Real-time visualization dashboards
- Central log collection and analysis
- Threshold-based automatic alerts (e-mail, SMS)
- Disk, memory and capacity trend reports
- Proactive intervention integrated with our hosting service

CI/CD & DevOps Services

Automated build, test and deployment pipelines; container infrastructure and systems managed as code.

- Container infrastructure setup
- Automated build and deployment pipelines
- Infrastructure as code
- Release and artifact management
- Isolation of test and production environments
- Process consulting and training for teams

Other Solutions

Occupational Health and Safety

Digitalizes OHS processes: risk assessment, training, examinations and reporting.

- Risk assessment and action tracking
- OHS training planning and attendance records
- Periodic health examination tracking
- Work accident and near-miss incident records
- Legislation-compliant reporting

KVKK Compliance Platform

Simplifies the personal data protection compliance process; manages inventories, disclosure texts and data subject applications.

- Personal data processing inventory management
- Disclosure texts and explicit consent management
- Receiving and responding to data subject applications
- VERBİS compliance tracking
- A systematic implementation guide with examples, prepared by experts

Video Conferencing Platform (VIKO)

A domestic video conferencing platform developed for distance education and corporate meetings.

- Live lecture and meeting rooms
- Screen sharing and whiteboard
- Session recording and playback
- Attendance reports
- LMS and E-Campus integration

Contact

Contact us for a demo and detailed information.

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