



Remi®. When a relationship matters.

Community-based Hospital Makes the Switch to Get the Most from their Equipment Maintenance Management Program (EMMP)

CHALLENGE

A leading independent community-based hospital located within the Midwest was ready to find a new Equipment Maintenance Management Program (EMMP) that would be a better fit for their business.

“Through the years, I’ve been exposed to various vendors and programs. With very few exceptions, the costs of these program’s services far outweighed the benefits to our small rural hospital. All we really need is reliable service and maintenance. We do not want a lot of bells and whistles or constant tips for add-on offerings. Too often these systems start off at a great price but as we add equipment, they became cost prohibited,” explained the hospital’s CEO.

SOLUTION

The hospital decided to switch to Remi for their EMMP. “Although the business of healthcare has changed over the years, our commitment to those we serve has not. We knew that the alleviation of the administrative aspect would provide us with the ability to focus on patients and other, more important tasks. We saw a benefit of switching to Remi for their flexibility and service factor, which is the central focus of their program. The “no hassle” factor and ability to call one person to request service was a huge benefit,” said the CEO.

“The reason why we really like Remi is because we know exactly what to expect before we add a piece of equipment. We also appreciate our relationship with Remi that is such that if they can’t meet our needs, they are upfront about it. There are no false promises.”

– Hospital’s CEO

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888-451-8916 #1
info@theremigroup.com

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Under the Remi program, the hospital simply calls into Remi Service Delivery (dispatch), immediately has a service ticket created, and service is dispatched. "The vendors Remi has sent to repair equipment have all been good. With that said, if we have any issues with a vendor, Remi leverages their network to find another option. When it comes to vendors, you don't always need 'the brand name', Independent Service Organizations (ISOs) have proven to be just as effective at our hospital," explained the CEO.

RESULTS

"Transitioning to Remi has been very easy and knowing that Remi stands by their reputation is very important to us...it isn't just dollars and cents to them. The reason why we really like Remi over other programs is because we know exactly what to expect before we add a piece of equipment to the program. We also appreciate our relationship with Remi that is such that if they cannot meet our needs, they are upfront about it. There are no false promises," the CEO emphasized.

If your organization is in need of an Equipment Maintenance Management Program or you are not getting the most out of your existing program, then call Remi at **888-451-8916** or visit www.theremigroup.com to learn more about what we can offer an excellent customer experience—including implementation and customer service while still saving you up to 25% over traditional maintenance contracts.

About Remi

Since 1998, our mission has been to empower our customers to outperform, by providing cost effective and innovative equipment care solutions delivered with passionate and dedicated service.

\$220M+

saved by
Remi
customers

22,000+

unique
equipment
models covered

4,500+

certified
service
providers

38,000+

service events
managed
annually

- U.S. General Services Administration (GSA) Contract Holder
- Awarded Multiple State & Federal Contracts, covering more than 1 Million service events
- Awarded Inc. 5000 Award for five consecutive years (2012-2016)
- 2015, 2016, 2017 & 2018 Recipient of the *Charlotte Business Journal* "Best Places to Work" Award