



Remi® When a relationship matters.

## A County Hospital Makes the Switch for Better Quality Customer Service on their Equipment Maintenance Management Program (EMMP)

### CHALLENGE

A county owned, not-for-profit, 25 bed critical-access hospital located in the Midwest wanted to try an Equipment Maintenance Management Program (EMMP) for a few pieces of medical equipment. In addition to finding a method for an alternative way to save money on equipment maintenance, the hospital needed to ensure the right vendor partner could provide an exceptional level of customer experience.

“The County Hospital provides modern technology and services, so patients don’t have to travel a great distance for care and therapy, so it is critical that our equipment stays up and running at all times,” said the hospital’s Materials Manager.

### SOLUTION

In early 2019, the hospital transitioned to Remi’s Equipment Maintenance Management Program to for a few pieces of equipment. One week after making the switch, the facility encountered a rather large and unexpected service event. Below is a recounting of the event from the perspective of the Materials Manager (MM):

- **At 8:00 p.m.** The cardiac central monitoring system went down. The MM got the call from the nursing staff that service needed to be dispatched. The MM called the service delivery line provided by Remi. The MM shared the Remi ID numbers for the specific piece of equipment so Remi could assist in dispatching the service call.

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- **By 8:25 p.m.** the MM received a call back from Remi Service Delivery that the patient monitoring company was dispatched, and an email was provided with the contract service report, including the purchase orders (POs), to provide to the service technician.
- **At 8:35 p.m.** Remi called back to approve a loaner for the down piece of equipment.

The system up and running within 24 hours.

## RESULTS

The hospital tried Remi's program by initially adding only a few pieces of equipment. When the cardiac central monitoring system went down, Remi had a plan in place within 15 minutes and the next morning the technician arrived to fix the system.

"Other than the system being down for several hours and having to monitor our patients at the bedside, Remi's service delivery ran very smooth," said the Materials Manager.

If your organization is need of an Equipment Maintenance Management Program or you are wanting improved service over your existing program, then call Remi at **888-451-8916** or visit [www.theremigroup.com/healthcare](http://www.theremigroup.com/healthcare) to learn more about 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