



Remi® When a relationship matters.

Interdisciplinary Research Department Partners with Remi for Excellent Customer Service; Saves \$10K

CHALLENGE

With more than 13,000 students enrolled each year, as well as \$38 million allocated to research, this public university is committed to education and high-level research to solve some of life's most challenging problems. Working closely with the principal investigator, the research assistant with 30+ years of experience at the university was responsible for managing the lab, training new employees, placing orders, and ensuring equipment is running properly for the Interdisciplinary Research department, which has about 24 research positions and 35 pieces of critical equipment that need ongoing maintenance. At the time, they were using the Original Equipment Manufacturer (OEM) and according to the research assistant, "it could take a month for them to even get back to us and then we still needed the equipment repaired." In addition to response time, they also needed to focus on budget. The research department is fully funded by grants and funding continued to decline. Being tasked with doing more with less, the department knew they needed a new approach for managing their equipment maintenance.

SOLUTION

The solution the research department found was Remi's Equipment Maintenance Management Program (EMMP). The research team started talking to Remi in 2015 and realized quickly that they could cover all the equipment—including a microplate reader, flow cytometer, incubators, and liquid chromatograph under a single provider that would be more cost effective and efficient from a management standpoint than working with multiple OEMs.

Program Highlights



Nearly \$10K Saved
Since Inception



11 Service Events
Managed Successfully



Instruments Covered
Microplate reader, flow cytometer, incubator, liquid chromatograph, and more.

Try Remi risk free

Upload your current electronic equipment service contracts and let us provide you with an alternative quote. If we offer similar coverage for less, consider us. If we don't, stay with your current service contract. Requesting a quote costs you nothing.

theremigroup.com/get-started

For more information:

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

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The research assistant added, “We hear back from Remi almost immediately when we have an issue, and that has been great compared to the service level previously experienced. Now when things break down, we simply call Remi’s service delivery department with one 800 number.” Remi dispatches the service request and the best vendor at time of service is scheduled. “Sometimes that is the OEM technician and sometimes that is the ISO technician—either way the response time to schedule a repair and to fix the equipment is much faster with Remi,” added the research assistant.

The research assistant shared this example of their very old microplate reader that needed to be repaired:

- **Remi**
 - Contacted for service repair
 - The repair from the time of the service call took 1.5 to 2 weeks to complete
- **OEM**
 - Prior to Remi, the same plate reader issue took 1+ months to complete

RESULTS

To date, the Interdisciplinary Research department has saved about \$10K on a variety of equipment. The goal of doing more with less was made possible with Remi’s EMMP—now the research department is receiving the highest level of support while also saving money.

If you are looking for an equipment maintenance partner you can rely on, the contact Remi at 888-451-8916 or visit www.theremigroup.com/education to learn more.

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- *Research Assistant*

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.

- 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

\$220M+

saved by
Remi
customers

22,000+

unique
equipment
models covered

4,500+

certified
service
providers

38,000+

service events
managed
annually