



Remi® When a relationship matters.

More than \$100K in Savings for Biomedical Research Agency

CHALLENGE

In 2012, a Biomedical Research Agency was exploring options to save money and determine a better solution for managing all of their medical and laboratory equipment. As one can imagine, research equipment is extremely expensive and depending on the size of the department, can cost anywhere from \$400K to \$1 million to maintain. A scientist at a biomedical research agency relies on various types of instruments, including imager fluorescence and incubators to conduct important research for physical and intellectual developmental disabilities and childhood diseases. He also oversees the asset purchases and service contract management for two departments within his agency.

“Financial constraints and budget cuts make it difficult to manage and maintain equipment, so we must find alternative ways to do the same quality work with limited budgets,” said the research scientist.

SOLUTION

The alternative solution was to partner with Remi to manage the agency's equipment service agreements. Prior to that, the team had their agreements with the Original Equipment Manufacturer (OEM), which meant they were managing numerous service agreements and contacting the corresponding OEM provider every time service was needed, resulting in significant administrative burden.

“Cost reduction was the trigger to transition to Remi, but consolidation is the main selling point for us and we’ve been satisfied with Remi for the last six years.”

-Research Scientist

Program Highlights



\$110K+ Savings
Since Inception



89 Service Events
Managed Successfully



Instruments Covered
Imager Fluorescence,
Incubator, 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/GetStarted

For more information:

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More than \$100K in Savings for Biomedical Research Agency

Remi's program was able to save the health system over \$100K off the previous contract spend through the consolidation of numerous maintenance agreements. **"Cost reduction was the trigger to transition our agreements to Remi, but consolidation is the main selling point for us and we've been satisfied with Remi for the last six years,"** he adds.

Consolidation helps the organization by:

- Providing one agreement and one call for service making it easier to manage and track equipment performance
- Saving the operations manager, end-users and procurement department time by reducing purchase order processing that can take weeks
- Freeing up time for the research team to focus on their job and not the administrative tasks of managing equipment failures

Now when a failure occurs, the team can easily hand-off the administrative burden to Remi to manage. The organization's single point of contact is the Remi Service Delivery Team, who then sets up the service call for the agency. **"Remi always takes the call very quickly and sends notification to me. Their response time is good, and they provide proper communication regarding scheduling or service issues."** Additionally, Remi is a knowledgeable resource because of their extensive vendor relationships, therefore if one vendor is unable to do the work for any reason, Remi can call upon other qualified vendors within their network to ensure timely service and avoid prolonged equipment downtime.

RESULTS

Since inception of the program, Remi has saved this Biomedical Research Agency over \$100K, consolidated 30+ pieces of critical research equipment across multiple departments, and managed 85+ service events successfully. While the numbers tell a great story, it is important to understand that by saving money and freeing up time, the program has allowed this team to focus on what they do best...research developmental disabilities and childhood diseases.

Bottomline

It is important to understand that by saving money and freeing up time, the program has allowed this team to focus on what they do best... research developmental disabilities and childhood diseases.

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

850,000+

vendor service agreements analyzed

800,000+

pieces of equipment covered

2,500+

service vendors utilized across the country