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## National Public Health Institute Establishes Onsite Program; Saves Nearly \$4 Million

### CHALLENGE

This National Public Health Institute employs more than 15,000 with a goal to protect public health and safety through the control and prevention of disease, injury, and disability in the United States. With nearly 1000 pieces of equipment including work stations, flow cytometers, incubators, centrifuges, microscopes, genome extraction, and PCR detection systems, the agency needed assistance with overseeing the administrative tasks including purchase orders, equipment failures, vendor management, and documentation protocols. They were looking to implement an onsite team that could manage and improve their equipment maintenance program.

### SOLUTION

Remi's Equipment Maintenance Management Program (EMMP) was the right solution for this national agency. The agency partnered with Remi to implement an onsite Program Management Team as well as Program Support Specialists to monitor and carryout the entire service delivery process that has successfully handled more than 2,400 service events. The onsite staff are responsible for service delivery calls, vendor management, purchase orders, and much more.

### RESULTS

Utilizing the Remi model and incorporating this unique idea of onsite service delivery for larger organizations has paid off. This National Public Health Institute has saved nearly \$4 million since inception and is now able to leave the equipment maintenance management to the expert Remi staff onsite so they can focus more on protecting public health and safety.

### Program Highlights



**Nearly \$4M Saved**  
Since Inception



**2,424 Service Events**  
Managed Successfully



**Instruments Covered**  
Flow Cytometers,  
Incubators, centrifuges,  
and more.

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For more information:

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