



Remi®. When a relationship matters.

## State Corrections and Rehabilitation Department Finds Equipment Maintenance Solution and Saves \$1.6 Million

### CHALLENGE

This State Department of Corrections and Rehabilitation is comprised of 36 prison facilities. Each facility is like a "mini city" containing living areas for inmates, hospital rooms, dental clinics, mental health and physical therapy facilities as well as offices, food services and recreation.

At the time, they managed vendor contracts on a case-by-case basis, depending on the prison facility, types of equipment and vendor availability. The contracts went through a lengthy bid process, taking on average three months to complete. Bids were typically awarded to the lowest bidder, resulting in minimal services being offered, and the department typically being charged additional fees to obtain the level of services required to complete the service request. Much of the life-saving equipment was not being properly maintained, calibrated or serviced. There was no inventory management of equipment, so the 36 facilities couldn't even report on the equipment located at each facility. At its worst, the Department of Corrections found themselves out of compliance with state regulations.

### SOLUTION

In 2017, this State Department of Corrections and Rehabilitation knew they needed to find a solution to their growing issues and concerns around equipment maintenance. Partnering with Remi was the right solution to address these issues.

### Program Highlights



**\$1.6 Million Saved**  
Since Inception



**1,987 Service Events**  
Managed Successfully



**5,000 Instruments Covered**  
Ultrasound Units, Vital Signs Monitors, Crash Carts, Walkers, and More

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- 1 The state prison system saved more than \$1.6 million dollars with the Remi program. By consolidating their equipment contracts they also eliminated the lengthy bid process and turnaround time.
- 2 Remi offered one phone number to call for service delivery, assistance in identifying service providers, managing communications during equipment failures, and much more.
- 3 The Equipment Maintenance Management Program (EMMP) eliminated the possibility of unqualified services being offered and additional fees being charged. Now, Remi's Service Delivery team dispatches the request, a vendor is scheduled for service, the Field Service Request (FSR) is completed, and the FSR along with the invoice is submitted to Remi. Remi's Claims team then reviews the submission and processes payment.
- 4 An inventory management system was put in place with all covered equipment entered in to the Remi system. Equipment on site is tagged and can easily be identified.

### RESULTS

The partnership with Remi allowed the State Department of Corrections and Rehabilitation to address their concerns while also saving them more than \$1.6 million dollars. Since 2017, Remi has covered more than 5,000 pieces of equipment and successfully handled 1,987 claims.

State Department of Corrections and Rehabilitation saved \$1.6 million, covered more than 5,000 pieces of equipment, and partnered with Remi to successfully manage 1,987 claims.

### 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.

**850,000+**

vendor service agreements analyzed

**800,000+**

pieces of equipment covered

**2,500+**

service vendors utilized across the country

- 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