



Remi® When a relationship matters.

“We contact one person, get the info we need, and Remi handles the rest. It’s simply that easy.”

-Research Program Coordinator

## School of Nursing Saves on EMMP; Improves Purchasing Process

### CHALLENGE

A university in the western part of the United States has a thriving public research program in their School of Nursing. With advanced equipment, such as flow cytometers, microtomes, and analyzers, the nursing school was exploring options for an Equipment Maintenance Management Program (EMMP). The biggest challenge for the school was the purchasing process for equipment maintenance. According to the Research Program Coordinator, **“When equipment goes down and needs repair, we would have to start the purchase order process immediately. And for equipment repair, the costs can be significant. Purchase orders over \$10,000 are reviewed very closely and may not be approved, so critical equipment could be down for an extended amount of time.”**

### SOLUTION

Ultimately, Remi was the right solution for the School of Nursing. The Research Program Coordinator shared, **“We were looking for a vendor that could provide us apples to apples coverage compared to the**

### Program Highlights



**Savings over OEM**  
Since Inception



**Many Service Events**  
Managed Successfully



**Instruments Covered**  
Flow Cytometer,  
Microtome, and analyzer

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## School of Nursing Saves on EMMP; Improves Purchasing Process

**Original Equipment Manufacturer (OEM), but still save us money.”** Remi not only offered savings, which was the main driver, but it allowed the university to solve the purchase order issue.

Since 2014, Remi has helped ease the administrative load by issuing purchase orders, working with vendors during equipment failure and expediting the process to get failed equipment up-and-running as quickly as possible. According to the Research Program Coordinator, **“as a state funded institution, the School of Nursing sometimes receives additional funds towards the end of the school year. Now, we can reallocate those funds simply by requesting a quote from our Account Manager to add additional equipment to our Remi service agreement. We are not only starting to consolidate our equipment, but we can easily add-on equipment to our program. We contact one person, get the info we need, and Remi handles the rest. It’s simply that easy.”**

### RESULTS

Working with Remi has saved the School of Nursing compared to the excessive costs of the OEM for the same coverage. **“Remi always steps it up to offer the best customer service. I used to be a firm believer in *you get what you pay for*, but I’ve had such a positive experience with Remi, that I now realize I don’t have to pay such excessive costs to receive excellent service. The experience has been a positive one and we couldn’t be happier,”** said, Research Program Coordinator.

The bottom line-- Remi is obsessed with customer service and while significant discounts on equipment maintenance agreements are available, it is important to Remi to continue to provide a premium service.

### Bottomline

**“I’ve had such a positive experience with Remi, that I now realize I don’t have to pay such excessive costs to receive excellent service.”**

### 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