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State Department of Transportation Streamlines Purchasing and Saves \$100K

CHALLENGE

A state Department of Transportation (DOT) facility responsible for about 40,000 miles of highway and roughly 25,000 bridges, has only nine labs for testing highway materials to ensure they are meeting the rigorous standards set by the Federal Highway Administration. "We need to make sure the commonwealth is getting what it paid for," said a Quality Control Supervisor with 28 years of experience with the DOT.

This Quality Control Supervisor is responsible for keeping more than 2,500 pieces of equipment up-and-running and calibrated while also tasked with new capital purchases of equipment, upgrades, and managing the budget. "It's our job to ensure that the materials used on a project perform at a high level for a given amount of time," he added. The state has inspectors onsite to take samples of asphalt for paving projects. If the samples are sub-par and deliver a poor test result, then the project is shut down immediately. Winters in the state are brutal and substandard materials lead to additional potholes and premature damage to the roadways.

The biggest challenge for this department is the procurement process when lab equipment fails. The Quality Control Supervisor adds, "Without an equipment maintenance management contract in place, when a piece of equipment fails, you have to call the manufacturer. The manufacturer has to assess the problem over the phone and provide a quote before they can even come in and repair the equipment."

"It's one-stop shopping now that my contracts have been consolidated under one agreement which speeds up the repair and procurement process 1000%."

- Quality Control Supervisor

Program Highlights



\$100K+ Savings
Since Inception



268 Service Events
Managed Successfully



2,500+ Instruments Covered
Spectrometer, Analyzer,
and More

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More than \$100K in Savings for Department of Transportation

Quotes can range from \$100 to \$100K dollars and it takes time to get significant quotes over \$10K approved and purchase orders issued. "The bottom line is it could take weeks to receive the quote and process the purchase order, leaving critical equipment down for weeks and ultimately making our jobs more difficult," according to the Quality Control Supervisor.

SOLUTION

The solution was to streamline the procurement process and Remi was the way to do just that. **"It's one-stop shopping now that my contracts have been consolidated under one agreement which speeds up the repair and procurement process 1000%.** We don't have to get quotes or request purchase orders ahead of time since everything is under a maintenance contract with Remi. All of the administrative tasks are managed by Remi, and I get a service technician onsite to resolve equipment failures in days, not weeks," said Quality Control Supervisor at the DOT.

Furthermore, purchasing likes the Remi approach because they don't have to create purchase orders or manage credit card purchases. **"Working with Remi was an easy decision. It is one company, one point-of-contact, to manage all service events on 2,500+ pieces of equipment,"** he added.

RESULTS

Once the purchasing process was streamlined, this Department of Transportation facility saw significant results. They are extremely happy with the Remi program and the benefits they receive. According to the Quality Control Supervisor, "We've worked with other equipment maintenance management vendors previously and were dissatisfied with the customer service and overall program. With Remi we've saved at least \$100K over the last few years and we couldn't ask for a better customer experience."

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- Quality Control Supervisor

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