



Remi® When a relationship matters.

Reduces Administrative Burden and Saves Nearly \$500K

CHALLENGE

A groundbreaking Research Institute in the Southeast provides scientific expertise and advanced instrumentation for health and human services, nutrition, and agriculture. Their focus is genomics, analytical sciences, cellular sciences, and bioinformatics.

As a core laboratory, this institute managed a variety of high-tech equipment including analyzers, mass spectrometers, thermal cyclers, lasers, DNA sequencers, microscopes, and more. The administrative burden of managing multiple renewal dates, issuing purchase orders (POs) for equipment repairs, and making an abundance of calls to the Original Equipment Manufacturers (OEM) to keep equipment up-and-running was dominating their staffs' time. Additionally, the institute was seeing too much equipment downtime, which was interfering with their work. The research institute needed to reevaluate their approach to equipment maintenance management.

SOLUTION

The solution was Remi's Equipment Maintenance Management Program (EMMP) which consolidated numerous OEM contracts into one annual program with a single renewal date. Furthermore, it eliminated the administrative burden of numerous purchase orders.

The institute found it beneficial to leverage Remi's extensive vendor network to resolve issues and quickly return equipment to operating condition, all while saving money.

Program Highlights



\$496K+ Savings
Since Inception



247 Service Events
Managed Successfully



Instruments Covered
Analyzers, Lasers,
Mass Spectrometers,
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:

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

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With Remi, when there is an equipment failure, the end-user calls Remi's Service Delivery team. The Service Delivery Representative collects the necessary information and contacts the client's vendor of choice to schedule onsite repairs and issue the purchase order. The institute found it beneficial to leverage Remi's extensive vendor network to resolve issues and quickly return equipment to operating condition, all while saving money.

RESULTS

The Research Institute's alternative approach to their equipment maintenance management needs has been successful with Remi. They've saved nearly \$500K in the last five years and during that time, they have had 247 service events repaired and managed successfully by Remi and their vast vendor network. It's obvious that the decision to transition to Remi has been a positive one. Now, this Research Institute can focus less on equipment maintenance failures and more on utilizing their scientific expertise for the good of the community it serves.

Bottomline

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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