



Remi®. When a relationship matters.

## Streamlined Implementation of Equipment Maintenance Management Program (EMMP) Impacts Bottom Line in First Year

### CHALLENGE

An ambulatory care center that provides care for 275 cases a month needed to uncover methods for driving cost savings. The project was led by the facility's Administrator, with the help of the Materials Manager. "Providing safe and effective quality care to patients is the most important thing that we do, but we are always looking for additional ways to save too," said the Administrator. Their goal of saving started them on the path to find Remi. In 2019, the ambulatory center kicked off their implementation with the Remi Equipment Maintenance Management Program (EMMP) by registering one piece of equipment, a laser.

### SOLUTION

In the past, the facility used an Original Equipment Manufacturer (OEM) for all their equipment maintenance needs, which meant they had to manage their agreement and call the OEM directly for service. Now the ambulatory care center makes one call in to Remi to take care of any equipment issues or for routine maintenance. Remi offers customers the option to use their preferred provider, and in this case, the OEM is still dispatched to service the laser by trained technicians. "We're so pleased that the same laser representative that we were familiar with, still does the service work and that really gives us peace of mind. We've done preventive maintenance on the laser and it went really well." added the Administrator.

*"The technician performed the preventative maintenance on the laser unit. He's worked with Remi for a while and he understands the process. We've had no glitches. It's all been so easy."*

*- Administrator*

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Remi's EMMP was able to save the ambulatory care center \$3,500 over the previous OEM contract just by switching. "The implementation was seamless and very easy. Remi sent over the agreement, we reviewed it and then sent to our President for approval. All he had to do was sign it. At that point, Remi just steps in and takes care of everything. It was a win-win for everyone. We get to use our same providers for service and save money." said the Administrator.

Once Remi's EMMP was implemented, the center focused on training the end-users in the facility. This included a communication campaign around the EMMP implementation to include Remi's toll-free number, instructions for providing the serial and model numbers and any other information needed for service. This extra step ensured that any issues with the laser would be managed quickly, and Remi would be contacted for service delivery.

## Stress Free Implementation

- Remi provides one contract and one call for service making it easier to manage and track equipment performance.
- All service delivery calls are coordinated by Remi and in this case, the same technician continues to maintain the equipment.

## RESULTS

The ambulatory center facility expects to see a \$3,500 savings by year-end. As more equipment maintenance contracts are about to expire, the facility's Administrator plans to add them to the Remi EMMP. "In the long run, Remi's program will make things easier for me. I will continue to have Remi cover our different pieces of equipment as their contracts expire as it is so much easier working with one vendor than multiple vendors for each piece of equipment." she commented. Not only will the Remi program save the facility more money, it will assist them in budgeting and forecasting so they can plan to reallocate their future cost savings within the facility.

## 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
- Awarded 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 providers utilized across the country