



Remi®. When a relationship matters.

Eye Care Clinic in Midwest Successfully Implements an Equipment Maintenance Management Program (EMMP)

CHALLENGE

An eye care clinic in the Midwest has served its customers for nearly three decades. The facility provides routine eye care to more complex services such as cataract surgery, corneal disease, LASIK vision correction and emergency eye care. The team of ophthalmologists, optometrists, and opticians are backed by a highly trained nursing and office staff located within three offices. The Clinical Manager oversees the optical technicians and nurses on staff all while managing the equipment for all three facilities.

When the Clinical Manager began overseeing the clinic's equipment, she found that the previous manager had left out a lot of detailed, pertinent information needed about the equipment they owned. She also found that they had many pieces of equipment already on the Remi program which made the decision to transition all equipment onto one program that much easier.

SOLUTION

The implementation to Remi's EMMP was a seamless process. The eye care clinic was able to gather serial numbers, model numbers, and equipment locations so that Remi could provide a quote. "The Remi sales representative kept everything organized. Despite us having a lot of information that we needed to sort through, Remi kept touching base with us and offered their assistance.

"The Remi service representative kept everything organized. Despite us having a lot of information that we needed to sort through, Remi kept touching base with us and offered their assistance."

- Clinical Manager

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/get-started

For more information:

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

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Our Remi sales representative was awesome to work with. She explained all the services very clearly which made it easy for us to make decisions on our equipment. I was then able to provide the same information to the doctors and was able to answer their questions. I was really happy with the process," explained the Clinical Manager.

RESULTS

The eye care clinic found that Remi's centralized approach to equipment maintenance management allowed the administration to seamlessly manage the equipment needs of all three facilities. Prior to rolling all their equipment onto the program, the doctors and staff had multiple contacts that they had to decipher when trying to have their equipment serviced. "Remi's EMMP has been a good fit for our organization because being able to have our equipment from all three offices under one umbrella has been really great. We talk with just one person and have just one number to call and we do not have to keep track ourselves. We no longer have the hassle of speaking with a different person for every piece of equipment," said the Clinical Manager.

Since the implementation of the program, the eye clinic has had several service events including the replacement of an Optical Coherence Tomography (OCT). "The service call went really smooth and almost like it didn't happen. We called the 1-800 number and Remi dispatched the technician and they came out and fixed it. The tech gave Remi the bill, it was done with no headache at all," said the Clinical Manager.

Please call Remi at [888-451-8916](tel:888-451-8916) or visit www.theremigroup.com to learn more about our EMMP and how we can offer an excellent customer experience—including implementation and customer service while still saving you up to 25% over traditional maintenance contracts.

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- Clinical Manager

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 & 2018 Recipient of the *Charlotte Business Journal* "Best Places to Work" Award

\$220M+

saved by
Remi
customers

22,000+

unique
equipment
models covered

4,500+

certified
service
providers

38,000+

service events
managed
annually