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Midwest Hospital Gets the Most from Equipment Maintenance Management Program (EMMP) with Seamless Implementation and Best in Class Customer Service

CHALLENGE

A full-service community hospital in the Midwest, serving the public since 1912, was relocated in 2010. The new state-of-the-art facility was equipped with the latest in medical technology and a Third-Party Maintenance program was put in place to support the hospital with their equipment needs. After a few years, the hospital's administration decided to explore alternatives for their Equipment Maintenance Management Program (EMMP). At that time, the hospital's equipment was on a program that left more to be desired in customer service as well as overall urgency and care. The hospital found that the Remi core values in addition to their commitment in delivering excellent customer service, was the right fit for their business. "We had been on a program since 2012 and decided to switch to Remi from another vendor. What was different about Remi, is really their commitment and their focus on customer service because that was what we were lacking in our previous vendor," said the Director of Materials Management.

SOLUTION

The Midwest hospital decided to transition to Remi for their EMMP. The hospital's Director of Materials Management was the main point of contact for implementing Remi's program and shared that Remi made it seamless to transition based on their approach of rolling contracts onto the program as they expired with the OEM. "During that period, we were able to continually submit contracts to Remi for apples to apples comparisons, so that when our old contracts expired, we were immediately ready to go," said the Director of Materials Management.

"There have been several times that our radiology department has been down, and all they had to do is make a phone call into service delivery (dispatch) and the response has been very quick. Prior to Remi, it would be several hours before they would have heard anything and in radiology, time is money and we don't want to be down."

- Director of Materials Management

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Additionally, the director spoke to the ease of the implementation processes. Remi's team members arrived onsite to speak to the managers who would be affected, added program stickers to equipment, and made sure the managers knew exactly who to contact in the event of an equipment issue. For this Midwest hospital, the implementation of Remi's EMMP was seamless.

RESULTS

"Since we have transitioned to Remi, their commitment to customer service and service responses has been awesome," said the Director of Materials Management. "With our previous vendor, we had a lot of issues for our radiology department. Radiology was our biggest critic of the previous program, but with Remi this has totally turned around, and I would have to say now that our radiology department is Remi's biggest supporter," she added. The outpatient services for radiology is an important service for the hospital so it is vital that they have operable equipment. For this Midwest hospital, the Remi program has improved wait times and sped up the process for maintaining equipment.

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- Director of Materials Management

If your organization is in need of an Equipment Maintenance Management Program (EMM) or you are not getting excellent customer service with your existing program, then call Remi at [888-451-8916](tel:888-451-8916) or visit www.theremigroup.com to learn more about what we can offer an excellent customer experience—including implementation and customer service while still saving you up to 25% over traditional maintenance contracts.

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