



Remi® When a relationship matters.

“Remi was a saving grace for us. We have great people to support us with friendly staff that really get the job done.”

- Accounts Payable Manager

## Public School System Saves \$150K in First Year and Improves Customer Experience

### CHALLENGE

This public school system has been educating students for over 100 years and with more than 9,000 students, 1,200 employees, and 13 schools, the district was looking to find ways to reduce their budget and streamline their processes. One area of concern was their equipment maintenance vendor which was offering subpar services. “It was quite stressful, very unorganized and the equipment maintenance program was a mess. It was so bad that third-party vendors threatened to not to do business with us anymore because they were not getting paid for completed work. It’s simple—the customer service was not great,” said the Director of Operations. It was clear that the school district needed a new approach.

### SOLUTION

In 2018, the school district chose Remi as their new Equipment Maintenance Management partner. “Remi was a saving grace for us. We have great people to support us with friendly staff that really get the job done,” said the Accounts Payable Manager. Remi offers wall-to-wall coverage on equipment electronic in nature including a variety of equipment types like auto shop, sewing, wood shop, band, telephone systems, computers, manlifts, walk-in coolers/freezers, and more.

The transition to Remi went smoother than expected. “We had a great implementation plan in place with weekly calls. Remi was great with our implementation and really partnered with us to make sure we were getting the support we needed,” said the Accounts Payable Manager.

### Program Highlights



**\$150K+ Savings**  
Since Inception



**553 Service Events**  
Managed Successfully



**Instruments Covered**  
Chromebooks, Coolers,  
Walk-in freezers 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](https://theremigroup.com/GetStarted)

For more information:

888-451-8916 #1  
[info@theremigroup.com](mailto:info@theremigroup.com)

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The district needed flexibility in processes including issuing their own purchase orders as well as doing their own in-house service and repairs. Now with in-house repairs, the school district is reimbursed hourly for labor completed by school district maintenance staff. The Operations department manages the program including coordinating repairs with vendors or in-house repairs and submitting claims to Remi for reimbursement.

Tasked to do more with less, the Remi EMMP helped the school district save money on equipment maintenance management while keeping education critical equipment such as Chromebooks up-and-running. "I definitely see the benefit. Our last program was more labor intensive and took more time. It was very frustrating. Now with Remi, we are saving money while still receiving excellent customer service, said the Accounts Payable Manager.

## RESULTS

In less than a year, this public school district saved more than \$150K over their previous provider. Remi has managed 553 service events on school related equipment such as Chromebooks, coolers, walk-in freezers and more.

"The choice to move to Remi was a great one as we have a partner to assist us with our equipment along the way. We are extremely happy with Remi and are looking forward to next year as we know we can continue to improve our internal processes and work with Remi to save even more," said Director of Operations.

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- Director of Operations

## 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