Take critical equipment service off your hospital team

Community and rural hospitals often manage equipment service with lean teams. When repairs are needed, staff must confirm coverage, find a provider, track progress and update clinical departments.

A managed service program handles that coordination, freeing staff for higher-priority work while helping leaders understand service spend and plan for aging equipment.



One managed program across equipment, vendors and coverage types

Instead of managing service agreements and vendors one asset at a time, the hospital brings eligible equipment into one program. Staff gain one point of contact for service, while leaders get a better view of coverage, cost and provider activity across the portfolio. This helps when renewal dates, repair records and vendor details are spread across departments or systems.

Each asset can be matched to the service option that fits its needs, service history and cost. Hospitals can continue using providers that perform well, including OEM and qualified third-party providers, while the program coordinates each request through completion. Service records stay tied to the equipment, so teams can see what was done and what may need attention next.

Years of service experience and millions of service-event data points help guide coverage and service decisions. Leaders can see which equipment needs repeated attention, where costs are rising and whether current coverage still makes sense. Finance, operations and HTM can review renewals with better evidence and plan replacement before an aging device becomes an urgent capital request.

Proven experience managing equipment service at scale

80K+

Service events managed each year.

5K+

Qualified technicians available across OEM and third-party service networks.

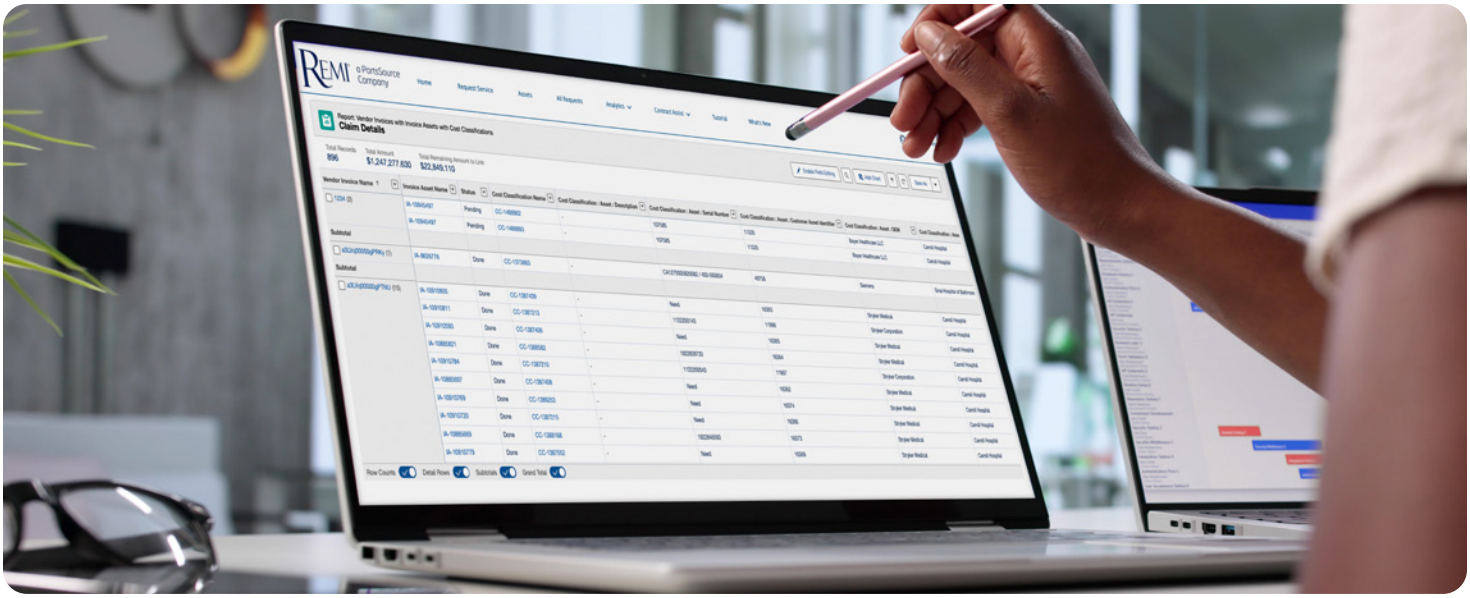
22K+

Equipment models supported across clinical and diagnostic categories.

4.8/5.0

Average client rating following completed service events.

Source: REMI program data.



What the hospital gains

A managed service program reduces the work placed on hospital staff while giving leaders useful information about service activity, equipment costs and upcoming coverage decisions.

Give HTM time back

Submit one request. The service team confirms coverage, coordinates the provider and follows the work through completion.

Help clinical teams plan

See where service stands and share useful updates without calling several providers for each answer.

Improve oversight of service spend

Use service history and cost data to identify equipment that needs repeated support or closer review.

Make better renewal and replacement decisions

Review repair history, provider activity and support options before renewing coverage or replacing aging equipment.

> “Before Remi, radiology waited several hours for a response. Now one phone call gets a quick response.”
>
> — Director of Materials Management

See where service work and spend deserve a closer look

Start with one equipment category. We’ll review agreements, service history and costs to show what is working, what needs attention and where another service approach may help.

Request a focused analysis of one equipment category to gain a clearer view of service performance, uncover cost-saving opportunities, and determine where adjustments can improve value and operational efficiency.

Scan to schedule

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