Protect mission-critical operations through managed equipment service

Federal facilities run on mission deadlines, testing, treatment and training schedules. When equipment goes down, work slows and staff lose time they cannot recover. Fragmented service contracts make that harder to manage by hiding coverage gaps, aging assets and rising costs. A managed equipment service program brings service into one view and process.



One coordinated program across equipment, vendors and coverage types.

A CT scanner, cath lab, DNA sequencer or freezer can disrupt schedules when it goes down. One outage can delay work, force staff to shift priorities and create ripple effects across teams, sites and mission-critical programs. Staff may also need to reroute work, reschedule procedures or adjust testing plans with little notice.

Many federal facilities still manage equipment service through a familiar process of finding the contract, identifying the right provider, sending an email and checking in until the work is done. Service is spread across vendors and systems, making it harder to see what is covered, what is open and what may become a larger issue.

The program replaces that patchwork with one managed structure. Your team has one way to request service, track work and access updates. The service team handles coverage checks, vendor coordination and follow-up through completion. Leaders can review activity, costs and repeat issues across equipment and sites, while preferred vendors stay in place and one team helps prepare for renewals, aging equipment and budget decisions.

Proven experience managing equipment service at scale

80K+

Service events managed each year.

5K+

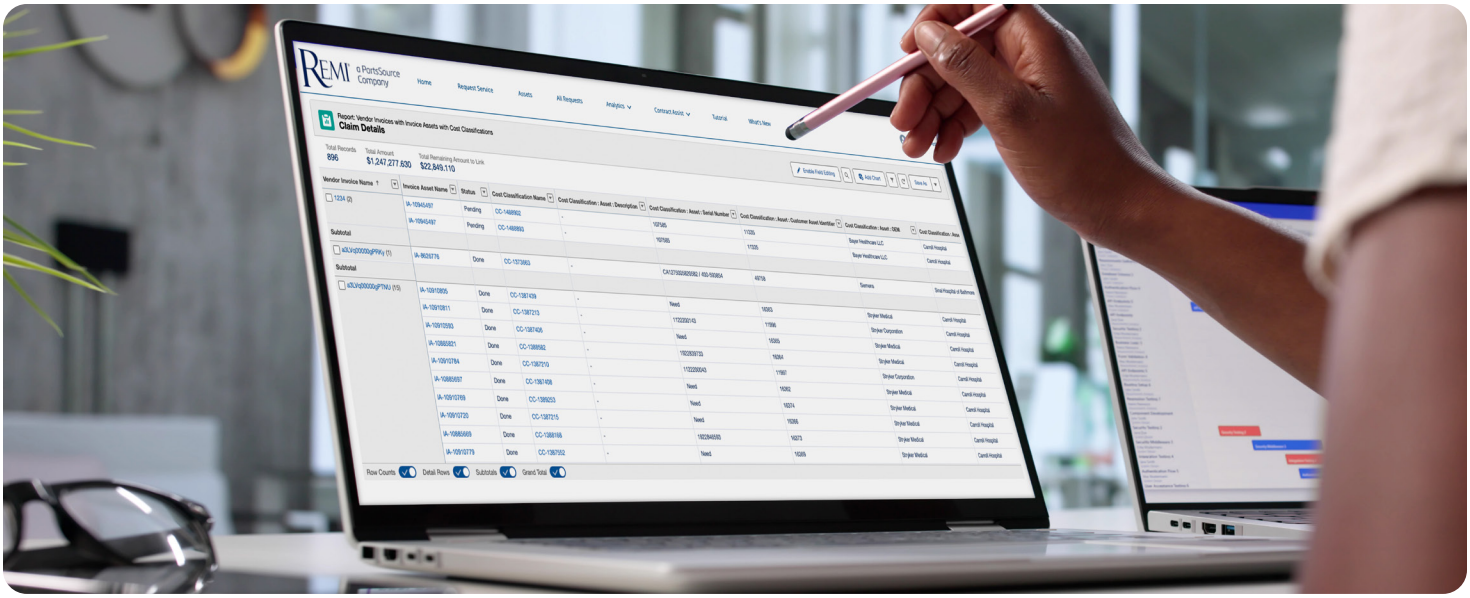
Qualified technicians available across OEM and third-party service networks.

22K+

Equipment models supported across clinical and diagnostic categories.

GSA Schedule GS-21F-0093V

Source: REMI program data.



What federal facilities gain

A managed service program reduces administrative work for teams while giving leaders clearer information about service activity, equipment costs and upcoming coverage decisions.

Give staff more usable time

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

Help sites stay on schedule

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

Improve oversight across equipment

Use service history and cost data to identify repeat issues and see where service deserves a closer look.

Make better renewal decisions

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

Nearly $4 million saved

A national public health institute managed more than 2,400 service events while improving oversight across equipment, facilities and service providers.

Connect service records across programs and locations

Bring agreements, open work, provider activity and equipment costs together so program, contracting and operations teams can review consistent information before coverage, renewal and equipment planning decisions.

Before your next service contract decision, request an equipment service and coverage review for your federal operations to identify cost-saving opportunities, improve operational efficiency, and reduce risk.

Scan to schedule

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