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## Credit Union Moves to Remi's Equipment Maintenance Management Program and Saves \$284K

### CHALLENGE

Located in the Northeast, this credit union is among the 50 largest in the United States with over \$3 Billion in assets. It has established its presence in banking, insurance, investing, and mortgage services. One of the challenges for the credit union was that each of the 40+ branches owned numerous service contracts with various manufacturers making it extremely difficult to manage. Equipment included mail room systems, currency counters, dispensers, check counters, fingerprint ID systems, and vaults. With no centralized program to oversee their equipment maintenance, the result was equipment failures, a multitude of service contracts at multiple locations, uncertainty of who to call for repairs, and delayed invoice payments. Furthermore, this was affecting normal business practices, so the credit union decided to learn more about equipment maintenance management programs.

### SOLUTION

The right choice for the credit union was Remi's Equipment Maintenance Management Program (EMMP), which allowed the credit union to consolidate multiple contracts from numerous branches into one program. Now, they were able to manage just one agreement, call one toll-free number during equipment failures, and let Remi manage the rest. Additionally, this saved the credit union time by eliminating the need to create purchase orders for every equipment failure and it also allowed them to avoid late fee penalties. Now, the credit union was not only organized and had one centralized agreement, but they also had a way to easily report and track service events with Remi Online. Staff members can access service events at each of the branches and gain a better understanding of equipment usage and downtime.

### RESULTS

Seems too good to be true...right? The credit union consolidated numerous contracts, centralized their program, made it easier and faster to get repairs, and eliminated the administrative burden with timely purchase orders. And, the best part is that they did all of this and saved \$284K on their service contracts compared to what they were paying previously with the original equipment manufacturer (OEM). To date, the credit union has 286 pieces of equipment on the Remi plan and 2,588 service events that have been successfully managed.

It may sound too good to be true...but it isn't. Learn more about Remi's EMMP program and see how you can implement a program that can help you streamline your business processes.

### Program Highlights



**Nearly \$284K Saved**  
Since Inception



**2,588 Service Events**  
Managed Successfully



**Instruments Covered**  
Mail Room Systems,  
Currency Counters, Vaults,  
and more.

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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.

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