

HEALTHCARE SYSTEM

CRITICAL FAILURE OVER WEEKEND RESULTS IN OVER \$80K IN SAVINGS

Below is a timeline of a service delivery call and successful resolution for a large healthcare organization that had a failure occur on mission critical equipment. Remi leveraged their vast vendor network to manage the repair and get the equipment back up and running with minimal disruption to patient care.

SERVICE DELIVERY TIMELINE



FRIDAY MAY 18

Remi Service Delivery center receives a call after hours from the client requesting immediate tube replacement for a Commuted Tomography (CT).

Remi's Service Delivery Supervisor steps in to expedite due to the client's urgency to get equipment back up and running.

Remi leverages its vast vendor network to reach out to three different vendors in order to find the best option for getting the tube replaced and the CT repaired as quickly as possible.

The initial vendor wasn't able to service the CT, but introduced Remi to a net new vendor qualified to service this type of equipment.



SATURDAY MAY 19

MONDAY MAY 21

The new vendor informed Remi Service Delivery that the tube was available and they could be onsite at the client's facility for repair on Tuesday.



TUESDAY MAY 22

The new vendor worked on replacing the tube all day and had the CT up and running that evening.

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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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