

JANUARY 2009

EQUIPMENT MAINTENANCE MANAGEMENT PROGRAM



The Maintenance Solution Innovator

EQUIPMENT MAINTENANCE PROGRAM



- A Program that provides educational institutions with a proven process to effectively **manage**, **reduce** and **control** maintenance costs.
- An innovative business model that provides an opportunity for your University to continue to utilize current service providers while reducing annual equipment maintenance costs up to **30%**



TYPES OF EQUIPMENT

- Communication Systems
- Office Automation
- Computer Hardware
- Security Systems
- Network & Servers
- Laboratory Equipment
- Industry Specific Electronic Equipment



EQUIPMENT MAINTENANCE PROGRAM

Key Program Features & Benefits

- Replaces traditional equipment maintenance agreements that are based on worst case scenario
- Consolidation of contracts and vendor relationships
- Provides a single point of contact for all service requirements
- Enables departments to choose and utilize any vendor of their choice.



EQUIPMENT MAINTENANCE PROGRAM

Key Program Features & Benefits

- Offers significant cost savings opportunity **(15% to 30%)**
- Flexibility to add or remove as needed
- Reduction of Purchase Orders
- Inventory of Equipment
- Provides online management reports
- Preventative Maintenance Monitoring



EQUIPMENT MAINTENANCE PROGRAM

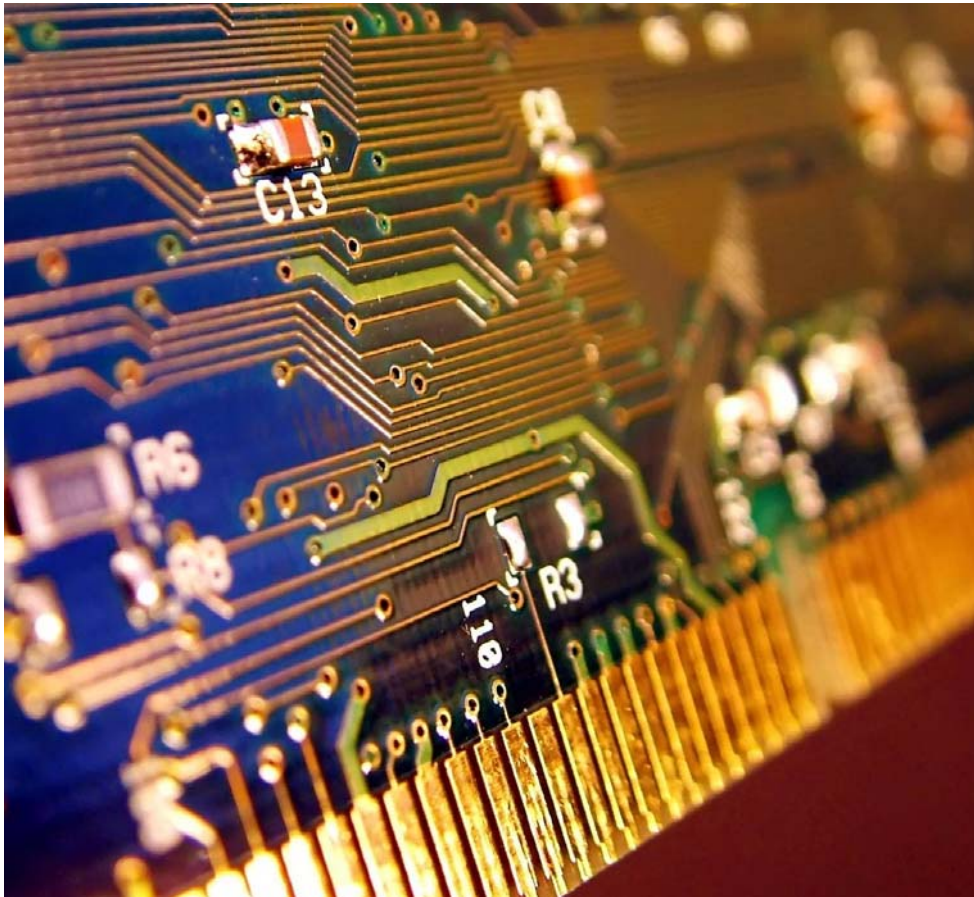
Program Results



**SIGNIFICANT COST SAVINGS
WITH GREATER ADMINISTRATIVE
& OPERATIONAL EFFICIENCIES**



CORRECTIVE MAINTENANCE COVERAGE



- Electrical Breakdown
- Mechanical Breakdown
- Parts/Labor/Travel
- Hours of coverage per vendor contract.
- Consumables per vendor contract.



COVERAGE

Preventative Maintenance Coverage / Per vendor contract

Rental of Substitute Equipment

In-House Payments on repairs at \$50/hr

Equipment Inventory and Tagging

Work Order & Vendor Pay Process

Management Reports

SERVICE DELIVERY PROCESS - TELESERVE™



SPECIALTY UNDERWRITERS LLC
THE EQUIPMENT MAINTENANCE MANAGERS



SERVICE REQUIRED



CALL TOLL-FREE HELP DESK 1-800-833-7050



Your Vendor is
Dispatched
With Our
PO#
Guaranteeing
Payment

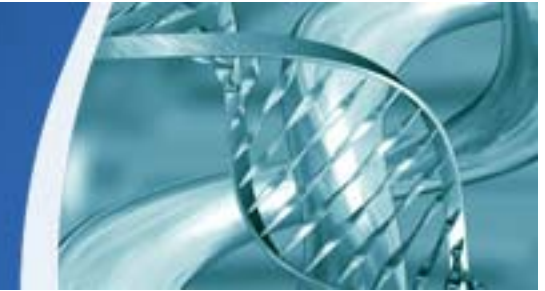
Vendor Sends
(FSR) Field
Service Report
& Invoice to SU

SU Pays Your
Vendor Within
25 – 30 Days

SU Provides
Reporting
On All Repair
Services



UNIVERSITY OBJECTIVE *REVIEW*



Establish an all-inclusive cost reduction program that will manage and maintain our inventory of equipment

- | | |
|--|--|
| ▪ Warranty Notification | ✓ Yes – Warranty Watch |
| ▪ Preventative Maintenance | ✓ Yes – PM Monitoring |
| ▪ Repair Service | ✓ Yes – Vendor of Choice |
| ▪ Reduced Resources Expended for Program Management | ✓ Yes – Fewer PO's, less Manpower = Soft Dollar Savings |
| ▪ Decrease Total Spend | ✓ Yes – 15 – 30% Savings |

EQUIPMENT MAINTENANCE PROGRAM



NEXT STEPS / Obtain Data:

Current maintenance contracts, Invoices, and / or PO's

Identify items suitable for Equipment Maintenance Program

SU provides quote



EQUIPMENT LIST



<p>Communication Equipment</p> <ul style="list-style-type: none"> • Audio/Visual Systems • Emergency Systems • Overhead Paging Systems • Intercom Systems • Radios • Telephone Systems • Voice Mail Systems 	<p>Laboratory Equipment</p> <ul style="list-style-type: none"> • Autoclaves • Cell Savers • Cell Washers • Centrifuges • Chemistry Analyzers • Chromatography Equipment • Computers • Densitometers • DNA Analyzers • Electrolyte Analyzers • Electron Microscopes • --Electrophoresis Equipment • Gamma Counters • Hematology Analyzers • Immunoassay Analyzers • Microbiology Analyzers • Microscopes • Scales and Balances • Spectrophotometers • Tissue Analyzers 	<p>Office Equipment</p> <ul style="list-style-type: none"> • Binders • Bursters • CAD and CAM Systems • Card Readers • Cash Registers • Check Signers • Coin Sorters and Packagers • Copiers • Currency Counter • Dictation Equipment • Electric Rotary Files • Electronic/Electrical Print Equipment • Electronic/Electrical Press Equipment • Electronic Typewriters • Embossers • Facsimile Machines • Folders • ID Card Readers • Laminators • Microfilm Equipment • Printers • Retail Scanners • Shredders • Time Clocks • Transient Voltage Protection Equipment • Uninterrupted Power Supplies
<p>Data Processing Equipment</p> <ul style="list-style-type: none"> • Bridges • Controllers • Hubs • Multiplexors • PCs and PC Peripherals • Routers • Scanners • Servers 	<p>Security Alarm Equipment</p> <ul style="list-style-type: none"> • Alarm Systems • Card Access Systems • CCTV Systems • Electronic Gates and Doors • Electronic Library Security Systems • Fire Alarms • Protection Systems 	
<p>Mail Equipment</p> <p>Inserters Labelers Machines (Not System) Openers Scales Stackers</p>		