

Value Added Program Services

In-House Service Reimbursement

If your department performs any corrective or preventative maintenance work, SU will reimburse your Department at a rate of \$50.00 an hour for labor.

Manufacturer Comparisons

With over 27 years of experience on millions of repair incidents, SU has compiled an extensive database of equipment maintenance events.

At your request, we will share the information with you when you are making a purchasing decision for new equipment.

Reports

Specialty Underwriters will provide your agency with real-time inventory reports, repair activity reports as well as high frequency reports that can identify problematic equipment.

Vendor Sourcing

If you would like to pursue other service vendor choices, Specialty Underwriters can assist you with your search. As always, the choice of service vendors is yours.

For Equipment Service Call 800-833-7050

The Service Dispatcher will REQUIRE:

- ♦ Tag Number of Equipment
- ♦ Zip Code for Equipment Information

The Service Dispatcher will CONFIRM:

- ♦ Account Name
- ♦ Address
- ♦ Equipment Requiring Service

The Service Dispatcher will REQUEST:

- ♦ Contact Name
- ♦ Contact Phone Number
- ♦ Description of Problem
- ♦ Service Vendor Information (if needed)

**IF THE PROBLEM IS URGENT,
PLEASE INDICATE TO THE
DISPATCHER.**



Program Highlights

- ♦ Significant hard dollar cost savings
- ♦ Administrative relief and savings through vendor payment and management process..
- ♦ **Extended Coverages** (refer to Agreement):
 - ♦ 24 Hours a Day, 7 Days a Week Service
 - ♦ Weekends and Holidays
- ♦ Ability to use your same service providers or choose new ones.
- ♦ Access to extensive database for vendor and equipment information.

Colorado State University's goal for development of this program is to provide a single source for equipment maintenance. This provides the ability to absorb the entire service delivery process, from dispatch of the service vendors, management of the program and work order processing through vendor invoice payment.

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Colorado State University

Equipment Maintenance Program

Representatives

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Our Program

Scrutinizing every expenditure is an essential key to our success. Equipment maintenance represents a large single item expense that plays an integral role in balancing our budget. Since the challenge of analyzing these costs without compromising quality is a difficult process, CSU has contracted with Specialty Underwriters who has the experience and expertise to assist in controlling the cost of maintaining equipment.

Our Objectives

- Provide a more predictable and fixed budget for maintenance.
- Provide a cost savings through reduced repair and maintenance expenditures.
- Provide improved detailed and aggregated information regarding maintenance and repair costs.

Benefits to the University

- Provides a guaranteed cost savings on maintenance contract costs and management control.
- Ensures a financial cap on contracted maintenance expenditures
- Builds an internal operating system that brings consistency.
- Provides increased management controls through a live reporting process that provides:
 - Vendor analysis
 - Equipment Inventory
 - Repair activity
 - High frequency service events
- Maintains continuity with current vendor relationships or provides each department with the opportunity to use the vendor of choice
- Administrative time and cost savings through the vendor payment process

Adds, Deletes, Changes

Any changes (adds/deletes) to the program can be submitted to Angel DeFina at **800-558-9910** or **adefina@su-group.com**.

Information Needed to Obtain a Quote

- Manufacturer
- Model Number
- Serial Number
- Equipment Description
- Location of Equipment
- Hours of Coverage
- Preventive Maintenance Requirements
- Special Coverage Terms
- Current Contract Costs (if applicable)
- Replacement Value
- Effective Date
- Maintenance Contract



Program Comparison	TRADITIONAL MAINTENANCE CONTRACTS	TELESERVE™
Corrective Maintenance: Repair Labor, Travel, Parts, Taxes	Yes	Yes
Preventative Maintenance Inspections	Yes	Yes
Services For Scheduled Equipment:		
Tagging and Inventory	No	Yes
Work Order Process	No	Yes
Direct Vendor Pay	No	Yes
Management Reports	No	Yes
800 Dispatch Number	No	Yes
Engineering Support:		
Repair or Replace Option	No	Yes
Future Equipment Purchase Solution	No	Yes
Sourcing Alternative Services and Parts	No	Yes
Overtime Costs (7 days/24 hours)	No	Yes
Rental of Substitute Equipment	No	Yes
In-House Reimbursement @ \$50/Hour for Repairs	No	Yes
Account Executive Program	No	Yes
Common Program Anniversary Date	No	Yes
Cost Reduction Program Models	No	Yes
Guaranteed Budget	No	Yes

Below is a representative list of equipment types that can be enrolled in the Equipment Maintenance Program.

CARDIOLOGY/STRESS TEST/ICU, CCU, EKG

Arrhythmia Computers
 Cardiac Output Computers
 Health Care/Cardiac Cath Systems
 Intra Aortic Balloon Pumps
 Monitoring Systems
 Patient Date Management
 Stress Test
 Telemetry Systems

COMMUNICATION EQUIPMENT

Audio/Visual Systems
 Emergency Systems (911)
 Overhead Paging/Intercom Systems
 Radios
 Telephone Systems
 Telephone, Voice Mail Systems
 Video Conferencing Systems

DATA PROCESSING EQUIPMENT

Bridges
 Controllers
 Hubs
 Multiplexors
 PCs & Peripherals
 Printers
 Routers
 Scanners
 Servers
 Tape Drives

FACILITIES EQUIPMENT

Clothes Washers & Dryers
 Electronic Signs
 Electrical & Electronic Housekeeping Equipment
 Electrical & Electronic Pool Equipment

FUNCTION LABS/RESPIRATORY THERAPY

Blood Gas Analyzers
 Co-Oximeters
 Sleep Labs
 Tomometers
 Plethysmographs
 Pulmonary Function Systems

GENERAL EQUIPMENT

Bar Code Readers
 Environmental Control Computers
 Industrial Scales
 Transcribers
 Voting Machines
 Water Meter Readers

LABORATORY EQUIPMENT

Ambulance Medical Equipment
 Breathalyzers
 Centrifuges
 Chemistry Analyzers
 DNA Analyzers & Synthesizers
 Blood Culture Units
 Blood Gas Analyzers
 Cell Savers & Cell Washers
 Centrifuges
 Chemistry Analyzers
 Chromatography Equipment
 Coagulations Analyzers
 Densitometers
 DNA Analyzers & Synthesizers
 Electrolyte Analyzers

LABORATORY EQUIPMENT (continued)

Electron Microscopes
 Electrophoresis Equipment
 Gamma Counters
 Hematology Analyzers
 Immunoassay Analyzers
 Microbiology Analyzers
 Microscopes
 Microtomes / Cryostats
 Ria Systems
 Scales / Balances
 Spectrophotometers
 Tissue Analyzers

MAIL EQUIPMENT

Inserters
 Labelers
 Machines (not system)
 Openers
 Scales
 Stackers

OFFICE EQUIPMENT

Binders
 Burstlers
 CAD / CAM Systems
 Calculators
 Card Readers
 Cash Registers
 Check Signers
 Coin Sorters & Packagers
 Copiers
 Currency Counters
 Dictation Equipment
 Electric Rotary Files
 Electrical & Electronic Print or Press Equipment
 Electronic Typewriters
 Embossers
 Facsimile Machines
 Folders
 ID Card Systems
 Laminators
 Microfilm Readers / Printers
 Microfilers
 Retail Scanners
 Shredders
 Time Clocks
 Uninterrupted Power Supply/Transient Voltage Protection Systems

SECURITY/ALARM EQUIPMENT

Alarm Systems
 Card Access Systems
 CCTV Systems
 Electronic Gates / Doors
 Electronic Library Security Systems
 Fire Protection Systems
 Fire Alarms
 Metal Detectors
 Outdoor Emergency Sirens
 Police Alarms
 Premise Alarms
 Vaults and Safes

SURGERY

Lasers
 Microscopes
 Phaco Emulsifiers
 Physiological Monitoring Systems
 Tables