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 $35.00 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.

Service 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.

Program Highlights

- Significant hard dollar cost savings
- Administrative relief and savings through potential consolidation of supplier payment 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 service vendor and equipment information.

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.

Service 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.

Texas A&M AgriLife’s goal for development of this program is to provide a single source for equipment maintenance, with the ability to absorb the entire service delivery process, from dispatch of the service vendors, management of the program, work order processing and vendor invoice payment.

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.

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Texas A&M AgriLife

Equipment Maintenance Program

**Representatives**

**Chad Frank**
Specialty Underwriters LLC
9667 South 20th Street
Oak Creek, WI 53154
800-558-9910
cfrank@su-group.com

**Jim Caughey**
Insurance Strategies Inc.
500 Elm Grove Road, Suite 101
Elm Grove, WI 53122
800-236-6866
jcaughey@insurencestrat.net
Adds, Deletes, Changes
Any changes (adds/deletes) to the program can be submitted to Teresa McMahon at 800-558-9910 or tmcmahon@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

Below is a representative list of equipment types that can be enrolled in the Texas A&M AgriLife Equipment Maintenance Program.

**CARDIOLOGY/STRESS TEST:**
- Cardiac Output Computers
- ICU, CCU, EKG
- Arhythmia Computers
- Cardiac Output Computers
- Intracoronal Balloon Pumps
- Arhythmia Analysis Systems

**COMUNICATION 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
- Multiplexors
- PCs & Peripherals
- Printers
- Loaders
- Scanners
- Servers
- Tape Drives

**EQUIPMENT: TELESERVICE™**
- Corrective Maintenance:
- Repair Labor, Travel, Parts, Taxes
- Preventative Maintenance Inspections
- Yes
- Yes
- Services For Scheduled Equipment:
- Tagging and Inventory
- No
- Yes
- Work Order Process
- No
- Yes
- Direct Service 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 @ $35/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

Our Program
In today’s changing environment, 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. Texas A&M AgriLife is working with Specialty Underwriters to provide the best quality and pricing for equipment maintenance.

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

Benefits to the Agency
- 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 regular reporting process that provides:
  - Service Vendor analysis
  - Equipment Inventory
  - Repair activity
  - High frequency service events
- Maintains continuity with current service vendor relationships or provides each department with the opportunity to use the vendor of choice
- Administrative time and cost savings through the service vendor payment process