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.

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 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.

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.

Texas A&M AgriLife

Equipment Maintenance Program

Representatives

Chad Frank

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Texas A&M AgriLife

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 a cost savings through reduced repair and maintenance expenditures.
- Provide improved detailed and aggregated information regarding maintenance and repair costs.

Benefits to the Agency

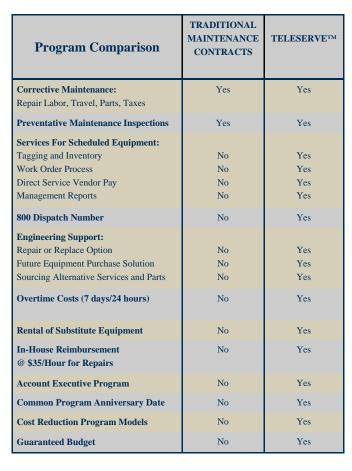
- Provides a guaranteed cost savings on maintenance contract costs and management control.
- Ensures a financial cap on contracted maintenance expenditures
- Builds an internal operating system that brings consistency.
- Provides increased management controls through a regular reporting process that 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

Adds, Deletes, Changes

Any changes (adds/deletes) to the program <u>can be</u> <u>submitted</u> 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





Texas A&M AgriLife

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

CARDIOLOGY/STRESS TEST/ ICU, CCU, EKG

Arrhythmia Computers
Cardiac Output Computers
Health Care/Cardiac Cath Systems
Intra Aortic Balloon Pumps
Manitoria Systems

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

Multiplexors PCs & Peripherals

Printers Routers Scanners Servers Tape Drives

FACILITES 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 Bursters

CAD / CAM Systems

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

Electrical & Electronic Print Electronic Typewriters

Embossers

Facsimile Machines Folders

ID Card Systems

Laminators

Microfilm Readers / Printers Microfilmers

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
Vaulte and Safes

Vaults and Safes SURGERY

Lasers Microscopes

Phaco Emulsifiers Physiological Monitoring Systems

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