

## 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.**



*The Maintenance Solution Innovator*

## 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.

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**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.**

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**Texas A&M AgriLife**

## Equipment Maintenance Program

### Representatives

#### **Chad Frank**

Specialty Underwriters LLC  
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Oak Creek, WI 53154  
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cfrank@su-group.com

#### **Jim Caughey**

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**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 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



Program Comparison	TRADITIONAL MAINTENANCE CONTRACTS	TELESERVE™
<b>Corrective Maintenance:</b> Repair Labor, Travel, Parts, Taxes	Yes	Yes
<b>Preventative Maintenance Inspections</b>	Yes	Yes
<b>Services For Scheduled Equipment:</b> Tagging and Inventory	No	Yes
Work Order Process	No	Yes
Direct Service Vendor Pay	No	Yes
Management Reports	No	Yes
<b>800 Dispatch Number</b>	No	Yes
<b>Engineering Support:</b> Repair or Replace Option	No	Yes
Future Equipment Purchase Solution	No	Yes
Sourcing Alternative Services and Parts	No	Yes
<b>Overtime Costs (7 days/24 hours)</b>	No	Yes
<b>Rental of Substitute Equipment</b>	No	Yes
<b>In-House Reimbursement @ \$35/Hour for Repairs</b>	No	Yes
<b>Account Executive Program</b>	No	Yes
<b>Common Program Anniversary Date</b>	No	Yes
<b>Cost Reduction Program Models</b>	No	Yes
<b>Guaranteed Budget</b>	No	Yes

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  
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  
Bursters  
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  
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  
Vaults and Safes
- SURGERY**  
Lasers  
Microscopes  
Phaco Emulsifiers  
Physiological Monitoring Systems  
Tables