



Equipment Maintenance Management Insurance Program (EMMP)

Reference Guide

For Service or Supplies Call

(866) 296-4847





REFERENCE GUIDE

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Introduction

The Office of Risk and Insurance Management has implemented an insurance based “Equipment Maintenance Management Insurance Program” (EMMP) that replaces existing equipment manufacturer and third party service contracts. The program also enables departments to reduce the annual cost of maintaining equipment by 25%, improve service performance and enhance tracking of maintenance events and costs. This program is managed through The REMI Group (REMI).

The following pages provide step-by-step instruction on how to request services, add equipment and use the program's online resources. The guide also includes contact information for your reference should you have any further questions.

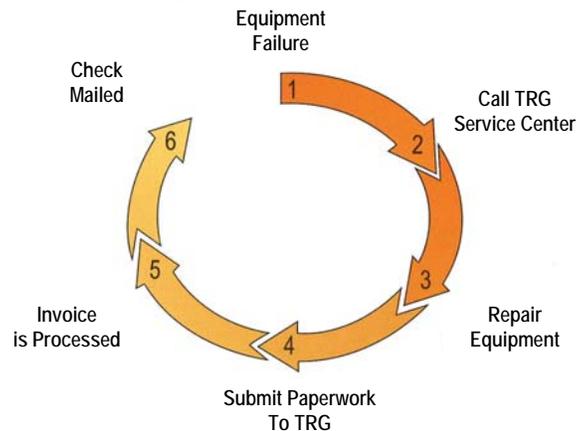
Equipment Maintenance Management Insurance Program (EMMP) Dispatch Procedures

To Place a Service Call:

- Call The Remi Group's toll free Service Center **(866) 296-4847**
- Provide the following caller information to the dispatcher:
 - Caller's name
 - Location
 - Phone number where you can be reached
- Provide a description of the item needing service:
 - Item Tag Number
 - Brief Description of the problem
 - Location of the unit

Or

- Manufacturer, Model Number, and Serial Number
- Brief Description of the problem
- Location of the unit



After a Service Call has Been Placed:

- Call the toll free Service Center **(866) 296-4847** if the technician is late or other issues arise
- The vendor will send the invoice and the service report directly to The Remi Group for processing
- All repair information is available on RemiOnline at www.remionline.com

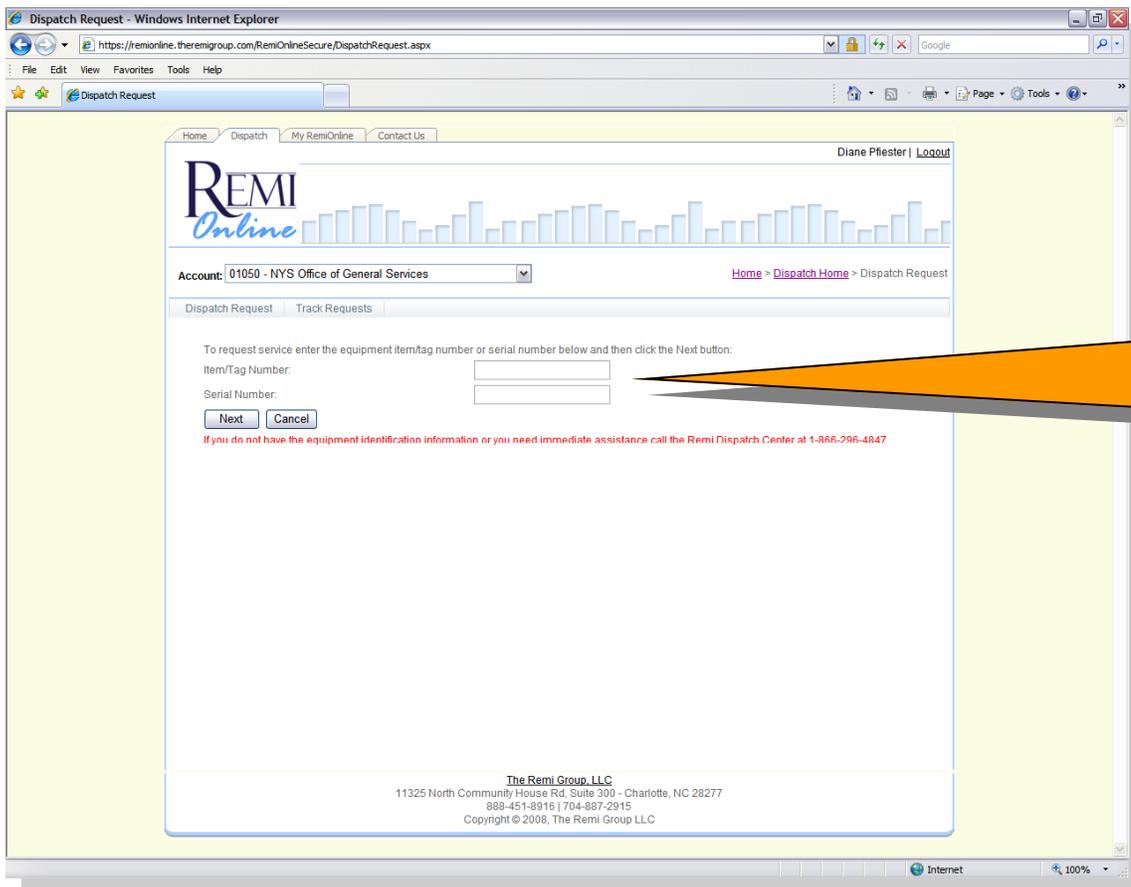
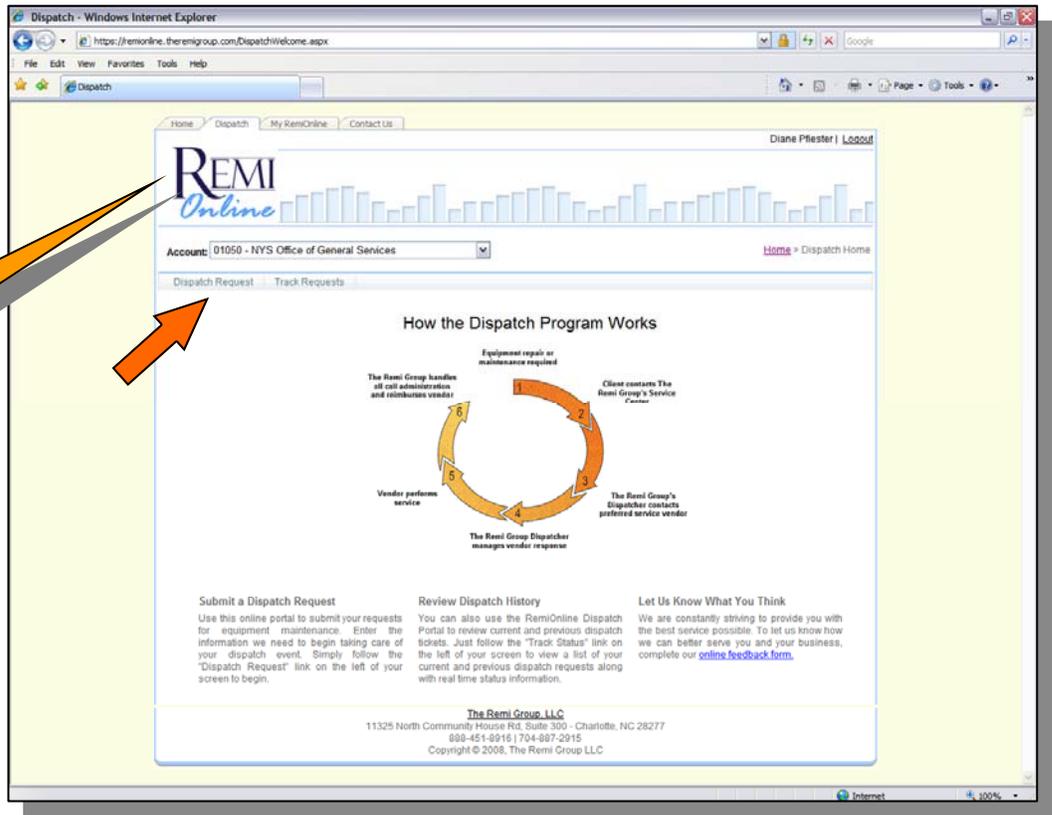
Auto Attendant/Voice Mail System

In the event that all the Dispatchers are assisting other customers, or if service is requested after normal business hours (Mon – Friday 7:30am – 9:00 pm EST; please leave a voice mail providing the information specified in the “To Place A Service Call” section. A Service Operator will contact you shortly.

REQUESTING SERVICE ONLINE

The Remi Group provides a central hub for all equipment service calls. End Users can call the toll-free number to request service on covered equipment or they have the option to request service online.

Step One
Go to the RemiOnline, log-in, and click on the *Dispatch* tab located at the top of the page. Once on that page, click on *Dispatch Requests*.



Step Two
Submit the tag number or serial number of equipment needing service.

Special Claims Procedures

Replacement of Equipment

If replacement of an item is needed rather than repair, you must receive prior authorization from The Remi Group (REMI) by calling **(866) 296-4847**. If we agree that replacing an item is more cost effective than repair, a replacement can be ordered. You may substitute property of a similar kind, age, model and manufacturer. REMI is not liable for the cost of any unauthorized property replacement.

Special Vendor Situations

In some instances, certain vendors are unable to send invoices and service reports to a third party organization. Those documents will be sent directly to the entity. Please forward the invoice and service report via fax to **(704) 887-2916** or e-mail to Claims@TheRemiGroup.com

Service Reports

Service reports are an essential document in both the data collection and vendor payment processes. Please retain a copy of any service report that is left on site by the vendor after the completion of a service call.

Upgrades/ Modifications/ Overhauls

If the service vendor recommends or plans to do any upgrades, modifications, refurbishment, overhauls, etc., contact REMI Engineering at **(877) 275-7364** prior to authorizing the vendor to perform this type of work. Our Engineering Department can advise you as to what types of services are covered and not covered under your REMI agreement.

Equipment Schedule Changes

Equipment can be added or deleted from the schedule of covered equipment at anytime. These changes will be processed on a pro-rated basis. To request a quotation on new equipment, add equipment, or delete equipment please contact the Office of Risk and Insurance Management (ORIM):

Carrie Willson
Associate Risk Analyst

Phone 916.376.5278

Fax 916.376.5275

Email carrie.willson@dgs.ca.gov

Christopher Verdin
Associate Risk Analyst

Phone 916.376.5425

Fax 916.376.5275

Email christopher.verdin@dgs.ca.gov

Requesting a Quotation

Provide ORIM with a copy of your current service agreement, service agreement quotation, original purchase order containing equipment information, or the manufacturer, model, serial number, purchase date and purchase cost.

When requesting a quotation on a copier or multifunction machine please include the annual copy count or estimated annual copy count.

Adding Equipment

All equipment additions must be authorized in writing. An email to ORIM authorizing the addition of equipment is all that is required. Please specify the equipment to be added and the effective date that you would like coverage. If you have received a quotation please reference the quote number.

Deleting Equipment

All equipment deletions must be authorized in writing. An email to ORIM authorizing the deletion of equipment is all that is required. Please specify the item number of the equipment to be deleted and the effective date that you would like coverage to end.

REMIONLINE

Use RemiOnline for obtaining/reviewing:

- Equipment schedules (What equipment is covered, what services are covered)
- Invoice status (Is it paid? In process? Not covered?)
- Claims reports (What has been paid over the past week, month, year, etc)
- Addition and deletion of equipment performance reports by type, location, etc.
- Vendor Reimbursement Summary Reports

Preventive Maintenance Completion Reports, Comprehensive Repair History Reports, Location Specific Performance Reports, Modality Specific Performance Reports, Vendor Specific Performance Reports

Either you or your Administration will have the ability to review these reports depending on how your specific site is initially set up.

With RemiOnline you have the ability to take the broad view and monitor general program results or delve into the details concerning a specific maintenance event. RemiOnline is an invaluable resource that helps you take positive control of your equipment maintenance portfolio.

Below is the page you will see once you log on. To view the reports/account information you can place your cursor over the drop down boxes.

The screenshot displays the RemiOnline web application interface. At the top, the browser window shows the URL <https://remionline.theremigroup.com/RemiOnlineSecure/SecureHome.aspx>. The page header includes navigation tabs for Home, Dispatch, My RemiOnline, and Contact Us, along with the user name Diane Pfeister and a Logout link. The main content area features the RemiOnline logo and a bar chart. Below the logo, there is an 'Account' dropdown menu currently set to '01050 - NYS Office of General Services'. A navigation bar contains links for Invoices, Evaluate Performance, Manage Agreement, Modify Agreement Equipment, Scheduled Reports, and User Profile. The 'Account Dashboard' section provides details on Pending Invoices (13 on 10/17/2008), Outstanding Invoices (63 on 10/17/2008), Current Agreement (ZWS3801175-05, 04/01/2008 - 04/01/2009), Account Service Rep (Leskody, Dawn), and Agency (The Remi Group, LLC). A note at the bottom of the dashboard encourages signing up for RemiOnline Training. The footer contains the company name 'The Remi Group, LLC', address '11325 North Community House Rd, Suite 300 - Charlotte, NC 28277', phone number '888-451-8916 | 704-887-2915', and copyright information 'Copyright © 2008, The Remi Group LLC'.

REMIONLINE

My RemiOnline Password is: _____

How do I know which equipment is on the program? What is covered?
How do I find the status of an invoice sent to The Remi Group for payment? How about the repair history for specific equipment items?

You can access this information and much more, all via *RemiOnline*, our internet based customer service application. *RemiOnline* is available “real-time”, twenty-four hours a day, seven days a week.

View and print the reports in your browser or download them in PDF format.

To get started, simply follow the registration instructions below.

Registration – (You will need Internet Explorer 6 or newer).

In the web address type www.remionline.com

Click on *Sign up for RemiOnline Access*. A form page will open for you to complete and submit (i.e. account name, your name, email address etc.). Once you submit, we receive the request in our office and will email you your **user name, password and instructions** on how to access *RemiOnline* (typical response time is within 48 hours or 2 business days).

If you have any problems or questions with registering, please contact The Remi Group at (888) 451-8916.



1. What is an Equipment Maintenance Management Insurance Program (EMMP)?

Literally every commercial enterprise and public entity owns and maintains many different types of electronic equipment. Generally, these organizations will purchase service agreements or extended service contracts from the Original Equipment Manufacturer (OEM) at the time of equipment purchase. This practice leads to an organization having numerous service agreements in place to finance the cost of maintaining their equipment and results in an expensive, unmanageable and generally obscure situation. The EMMP replaces an organization's multiple service contracts with a comprehensive program that consolidates the cost of equipment maintenance and provides a maintenance operating system that produces measurable cost savings, administrative efficiency, and enhanced visibility pertaining to an organization's equipment portfolio.

2. Is preventative maintenance covered by your program?

Yes, in addition to covering corrective maintenance, this program can cover Preventative Maintenance (PM) on your equipment as well. You choose the quantity of PMs to be covered, typically following OEM recommendations. All PMs are reflected in the equipment schedule so you can track completion status in Remi Online.

3. Can we add or remove equipment at any time? Will the program cost change?

Equipment can be added or deleted from the program by providing written notification. Program cost is adjusted accordingly on a prorated basis.

4. How do we request service for our equipment with this program?

You must place a service request by calling **(866) 296-4847**.

5. Who will service our equipment since we would no longer have a service contract with our vendors?

The Remi Group does not service equipment. Your organization will continue to utilize your preferred service providers or any qualified service provider that you decide can deliver quality service.

6. Do you cover facilities/plant equipment?

No. Elevators, escalators, and HVAC equipment tend to be mechanical in nature and require a significant amount of scheduled maintenance. Through our experience we have found that the most cost effective method is to purchase a preventative maintenance/inspection service agreement. We advise our customers to place these types of systems under a preventative maintenance program and verify that the service provider is performing preventative maintenance in compliance with the manufacturer's specifications.

7. With our service contracts all repair costs are covered, what does your program cover?

The EMMP covers corrective and preventative maintenance costs for equipment scheduled on the program. The service agreement and schedule of covered equipment provides clear coverage terms defining coverage at the equipment asset level. Coverage can be customized to meet the needs of your organization.

8. What types of equipment can be covered by this program?

Any equipment that is electronic in nature. Primary categories include medical, scientific, testing, telecommunications, network, data processing, general office, security systems, financial equipment, mail processing, and any other type of electronic equipment.