MARSH

Administered by:

SUMediserve
A Member of the SU Group of Companies

EQUIPMENT MAINTENANCE MANAGEMENT PROGRAM
DESIGNED SPECIFICALLY FOR CANADIAN HEALTH AUTHORITIES

MANAGED TECHNICAL EQUIPMENT COVERAGE

Marsh Canada offers an equipment maintenance management program in cooperation with Mediserve, Inc., a wholly owned subsidiary of SU Group LLC headquartered in Milwaukee, Wisconsin. Mediserve pioneered equipment maintenance management services for the healthcare market in 1982 and is the recognized leader. Providing a wide range of alternatives to traditional service contracts, Mediserve has enabled thousands of healthcare organizations to realize significant savings and operational efficiencies across a wide range of medical, research, technical, and office equipment.

The Managed Technical Equipment Coverage (MTEC) Program provides healthcare facilities with a proven process to effectively manage, reduce, and control maintenance costs. The program provides substantial hard and soft dollar savings on the maintenance and repair of a wide range of equipment, and enables organizations to consolidate multiple contracts into one managed agreement. For virtually all healthcare organizations, this will mean increased operational efficiencies, stronger information management systems, and surplus dollars to direct toward other critical business operations.

Mediserve can include specific in-house reimbursement rates, an optional on-site account manager, and a wide array of other customized solutions.

CUSTOM PROGRAM SOLUTIONS

- A possible 15 percent savings off current program cost.
- Retain in-house staff and/or biomedical departments for the maintenance work and repairs.
- In-house reimbursement rate of up to $125/hour including all parts.
- Optional training fund of up to two percent to be used for additional in-house training.
- An optional plan to add a full-time Technical Account Manager (TAM) consistent with program volume.

SERVICE HIGHLIGHTS

- **Cost Savings:** Eliminates the duplications and cost inefficiencies that can occur with multiple service contracts from various manufacturers.
- **Guaranteed Budget:** Provides cost certainty. You never have to worry about going over budget on any equipment covered by the program.
- **Management Control:** Detailed electronic reporting increases your ability to monitor and project both equipment and vendor performance, as well as maintenance costs.
- **Customized Solutions:** Payments to healthcare facility for labour and parts on covered equipment repairs performed by your in-house personnel, healthcare personnel training fund, on-site Technical Account Manager (TAM) and more.
- **Comprehensive Protection:** Provides complete protection for the cost of parts, labour, travel, overtime, and rental of substitute equipment.

CARDIOLOGY/STRESS SYSTEMS/INTENSIVE CARE UNIT (ICU), CRITICAL CARE UNIT (CCU), ELECTROCARDIOGRAM (EKG)

- Arrhythmia Computers
- Cardiac Cath Systems
- Cardiac Output Computers
- Electrocardiographs
- Electroencephalographs
- Intra Aortic Balloon Pumps
- Monitoring Systems
- Patient Data Management
- Stress Test Systems
- Telemetry Systems

CLINICAL/RESEARCH AND DEVELOPMENT LAB

- Balances
- Blood Gas Analyzers
- Cell Savers
- Cell Washers
- Chromatographs
- Clinical Analyzers
- Co-Oximeters
- Densitometers
- DNA Synthesizers
- Electron Microscopes
- Electrophoresis Equipment
- Flame Photometers
- Gamma Counters
- Hemoglobinometers
- High Performance Liquid Chromatography (HPLC)
- Microscopes
- Osmometers
- Spectrophotometer

FUNCTION LABS RESPIRATORY THERAPY

- Co-Oximeters
- Plethysmographs
- Pulmonary Function Systems
- Sleep Labs

NUCLEAR MEDICINE

- Computers
- Crystals
- Dose Calibrators
- Gamma Cameras
- Gamma Counters
- Laser Imagers
- Multi-Format Cameras
- Uptake Probes

RADIOLOGY

- Angiographic Systems
- Chest Units (automated)
- Computerised Tomography (CT) Scanners
- Cystographic Units
- Daylight Systems
- Dental Units
- Digital Systems
- Emergency Response (ER) Units
- Fluoroscopic Rooms
- General Radiographic Rooms
- Head/Skull Units
- Mammography Units
- Mobile C-Arms
- Motorized/Auto Film Viewers
- Magnetic Resonance Imaging (MRI) Scanners
- Picture Archiving and Communications (PACS) Systems
- Physiological Monitoring
- Portable X-Ray Machines
- Radiology Information Systems
- Special Procedures Rooms
- Tomographic Rooms
- X-Ray Tubes

RADIOLOGY ONCOLOGY

SURGERY

ULTRASOUND

BIOMEDICAL EQUIPMENT

CENTRAL SERVICES EQUIPMENT

OT/PT EQUIPMENT

COMMUNICATION SYSTEMS

DATA PROCESSING EQUIPMENT

OFFICE AUTOMATION

SECURITY SYSTEMS

COMPUTER HARDWARE

NETWORKS AND SERVERS

This listing is only representative. Your coverage may include additional equipment

SAMPLE CONTRACT ANALYSIS AND SAVINGS VALIDATION

Agreements Immediately Eligible	$1,820,153
Limited Coverage Agreements	$50,262
Multi-Year Non-Cancellable Agreements	$381,457
Mediserve Recommends Remain on Contract	$278,948
Total Agreements Analyzed	$ 2,530,820

SAMPLE CONTRACT CONVERSION AND APPLICABLE SAVINGS

*Years 2 & 3 Represent a 3 Percent Annual Vendor Increase

	CURRENT ANNUAL	MEDISERVE ANNUAL	ANNUAL SAVINGS
Year 1	$1,820,153	$1,547,130	$273,023
Year 2*	$1,874,758	$1,547,130	$327,628
Year 3*	$1,931,000	$1,547,130	$383,870
TOTAL	$5,625,911	$4,641,390	$984,521

SAMPLE ADDITIONAL SAVINGS OPTIONS

FEATURE	ANNUAL SAVINGS
In-house Reimbursement (15 hours per week @ $125 per hour)	$97,500
In-house Training Fund (used for additional training; 2 percent of contract)	$30,943
TOTAL	$128,443

AVERAGE ANNUAL SAVINGS: $ 456,617

3-YEAR PROGRAM SAVINGS: $ 1,369,851

MARSH

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