



EFFICIENT AND COST-EFFECTIVE EQUIPMENT MAINTENANCE MANAGEMENT PROGRAM

An equipment maintenance management program is an opportunity for bottom-line improvement and greater operational efficiency. If opportunities for incremental profit growth look all but exhausted, there is one area that nearly every business overlooks. End your company's dependence upon vendor maintenance agreements and let us guide you toward greater cost savings. Ten to twenty-two percent or more saving earnings will have a dramatic impact on your budget.

FREQUENTLY ASKED QUESTIONS

1. Why do equipment manufacturers charge so much for their service agreements?

1.1 Equipment service agreements represent a \$30 Billion dollar industry in the United States alone. Most make their profits on equipment service agreements, not product sales.

2. Don't we *have to* purchase service agreements from the equipment manufacturers?

2.1 No, there are other companies that provide features and benefits that far surpass the value proposition offered by Original Equipment Manufacturers (OEM) and Third Party maintenance service agreements.

3. What are the advantages of an equipment maintenance management program offered by this company?

3.1 Our equipment maintenance management solutions:

- 3.1.1 save your company money,
- 3.1.2 provide fixed annual costs due to 24/7 coverage
- 3.1.3 put you back in control of your maintenance program
- 3.1.4 provide you with management tools necessary to further reduce your long-term equipment maintenance budget.

4. How can your company offer this type of service at reduced, discounted costs:

4.1 Our program combines the technical elements associated with electronic equipment maintenance with the insurance principal of spreading the risk. This hybrid product guarantees the customer's maintenance budget, provides better equipment coverage, and costs less than the manufacturer maintenance contracts as a result.

5. What companies or industries are the best candidates to save the most:

- 5.1 Healthcare (hospitals, imaging centers, clinics, etc)
- 5.2 Financial (banks. Savings and loans, credit unions, etc.)
- 5.3 Education (colleges, universities, school districts, etc.)
- 5.4 Government (municipalities, state, counties, cities, etc.)
- 5.5 Business (major corporations, midsize, small businesses, etc.)
- 5.6 Virtually any business that owns electronic equipment that needs immediate assistance in the event a break-down would occur

6. Who performs equipment repairs under the maintenance plan extended service programs?

- 6.1 While you can achieve more efficient use of your resources at a lower overall cost by utilizing qualified and cost-effective Service Partners, our clients may choose vendors with whom they have an existing relationship. By using our Service Partners you will achieve preferred pricing, priority response times and the highest quality of equipment repairs. In order to meet the full range of your maintenance needs, service providers often include in-house technical staff, independent service organizations and original equipment manufacturers.

7. Vendors suggest that I will be placed on the bottom of their repair response list if I don't hold a service contract. Will I still be able to get service?

- 7.1 While OEMs may imply a necessity for longer response times for non-contract customers, this seldom proves to be the case. OEMs have a vested interest in keeping their equipment operating in a reliable manner. While vendors are required to respond to service contract customers as indicated by their contract terms and conditions, these guaranteed response times usually mean additional cost. Should service issues not be resolved, replacing the vendor is always an option. Our technical services staff can locate alternate vendors and part sources 24/7 through the MVP Service Partners network.

8. How is the maintenance value plan able to guarantee our maintenance and repair costs?

- 8.1 MVP groups the covered equipment into one budget for each client. By covering equipment from many clients in many industries, MVP gains the benefit of spreading the maintenance risk across a wide equipment population.

9. What repairs have to be approved in advance?

- 9.1 You will need to notify us whenever you expect a repair or replacement to exceed \$10,000. In most cases, repair costs can be greatly reduced by researching parts sources, and in some cases, selecting an alternate vendor. Our technical support staff is available 24/7 to assist you with this process. Typically, you will receive your search results within an hour. **In the case of an**

emergency situation, you may proceed with needed repairs and notify us as soon as practicable without penalty.

10. Is preventive maintenance included in the program?

- 10.1 Yes, the program provides for repairs and preventive Maintenance (PM) on covered equipment. PMs are scheduled according to manufacturer recommendations, the particular use of the equipment and other engineering guidelines.

11. In what ways can the program assist me in controlling my maintenance repair costs?

- 11.1 Our network of service partners will provide your business With quality maintenance repair, priority response and preferred pricing. We maintain profiles of independent service providers to address your special service needs.

In addition, the program tracks all repairs in order to monitor their cost efficiency. We analyze this data in order to identify any charges exceeding the industry average, and provide this data to you. The program also provides recommendations on replacing equipment due to increased failure to access service and parts support.

12. What do I need to provide in order to submit a claim?

- 12.1 The program requires a copy of one of the following:
12.1.1 A vendor Field Service Report AND a vendor Invoice
12.1.2 An in-house work order for a completed repair

13. When do claims have to be submitted, and when does the program process the claim?

- 13.1 The Field Service Report must be submitted within 60 days of the repair or scheduled maintenance event. The invoice will need to be submitted within 90 days of the repair. The claim will be processed within one week of receipt date.

14. What happens if claims exceed the total program cost?

- 14.1 The program reimburses the client for all covered losses over their program costs according to the terms and conditions of the Service Agreement.

15. What is not covered under the program?

- 15.1 The program excludes coverage that is provided by other policy types such as property and auto. Consumable items (i.e., paper, lamps, toner, drums, etc.) software, equipment upgrades, modifications and obsolete items are not covered.

16. What happens if claims exceed the total program cost?

- 16.1 The program reimburses the client for all covered losses over their program costs according to the terms and conditions of the Service Agreement.

17. How will the program be implemented at my company?

- 17.1 A team of MVP professionals will work closely with your staff in order to understand your company's organization and procedures.

A designated representative will be assigned to coordinate the transfer of agreements and facilitate your agreements under one umbrella. Training will be provided to your key staff and your designated representative will be available for any and all consulting services you require.

18. Are there any additional services available from the MVP program?

- 18.1 The program provides a wide array of consulting services that range from equipment replacement planning to comprehensive reviews of technical support services. Each service is presented as a proposal after the scope and goals of the engagement are defined.

19. Submit your specific questions and we will be happy to respond promptly.