

## What if Your Service Vendors Won't Service Your Equipment without a Maintenance Contract?

most reputable vendors have your best interest in mind and are eager to earn time and material billings. There are many qualified vendors in today's marketplace that want your business—creating a very competitive environment. Remember that you would be giving your vendors the opportunity to earn the time and material billings. Each service call's performance determines if you will use that vendor again in the future. Also, vendors prioritize their calls based upon severity of the problem and geographic location.

## Service After Hours or on Weekends

Your REMi program provides coverage around-the-clock, seven days a week, 24 hours a day.

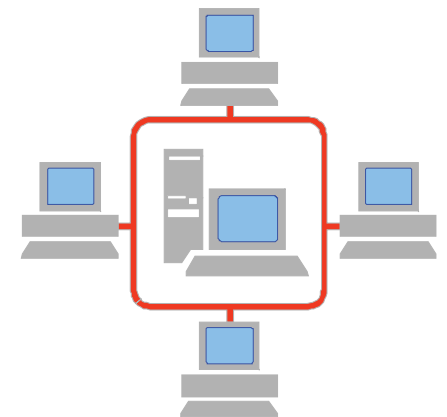
## For More Information

Contact Malissa Hays at Arthur J. Gallagher & Co. regarding costs or to ask any questions about coverage at 1-800-333-3231 or 303-773-9999. CTSI is also available to help answer your questions at 303-861-0507, or email us at [ctsi@ctsi.org](mailto:ctsi@ctsi.org).

**CTSI**  
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## County Equipment Maintenance Insurance



*Administered by*  
**County Technical Services, Inc.**

*CTSI proudly offers the Equipment Maintenance Insurance program to address the equipment needs of counties*

## The Problem

Most businesses use maintenance contracts on electronic equipment such as copiers, telephones, fax machines, security systems, and computer systems. Each piece of equipment requires periodic maintenance over the course of time. When equipment fails, there are costs associated with repairing the equipment. In your county business, frequent equipment failures could severely impact your cash flow and cause significant budget overruns.

## The CTSI Solution

CTSI offers an array of specialized alternative risk products and services including Royal Equipment Maintenance Insurance (REMi), through Royal and SunAlliance. This program allows you to consolidate equipment maintenance and eliminate multiple service contracts with various vendors. All of your vendor maintenance contracts would be terminated and changed to a time and material basis and consolidated into one simple insurance contract with a common expiration date. There can be substantial savings for your county as maintenance expenses become more predictable.

## Programs and Services Provided by REMi

REMi offers maintenance management program, which controls all of your electronic equipment repair and maintenance costs under one comprehensive protection plan. The REMi program provides complete reimbursement for parts, labor, travel, preventive maintenance, overtime, taxes, and rental of substitute equipment. Premiums for covered equipment are

typically 10 to 30 percent less than service contracts and REMi provides the level of administrative support necessary to ensure successful program implementation and execution. You will always maintain complete control over who repairs your equipment. With the REMi program, you enjoy significant cost savings, improved equipment coverage, while your vendors of choice perform all equipment repair activities.

## Type of Equipment the REMi Program Covers

Most any type of electronic equipment. Some examples include:

- Mainframe, microcomputers, PC's, LAN's, and peripherals security equipment (alarms, cameras, CCTV) office equipment (copiers, fax machines, dictating machines, typewriters) coin/currency equipment (coin sorters/wrappers, currency counters, check protectors)
- Microfilm/microfiche equipment, mail machines, virtually any electronic office equipment
- Laboratory, diagnostic or any other scientific equipment
- Cash registers, time stamps, and book detection systems
- Communications equipment (telephones, telephone switches, voice mail systems, two-way radios, overhead paging, intercoms and radio/television station equipment)
- Printing/duplicating equipment, cameras, plotters, and engineering/drafting equipment
- Entertainment systems and musical instruments

## Equipment Not Covered

Heating and air conditioning units, boilers, chillers, elevators, escalators, outdoor signs, software maintenance or upgrades are not eligible for coverage.

## Comprehensive Coverage

REMi fills the gaps created through maintenance agreements by providing coverage for failures caused by operator error, negligence, power disturbances, and consequential damages due to HVAC failures.

## Management Control

Detailed repair history and preventative maintenance reports are provided which allow you to analyze the repair service and your equipment's performance as it relates to your operation.

## Who to Call to Service Your Equipment

You are in full control. You call your vendor in the same manner as you have in the past. One additional advantage of this coverage is that you may choose any qualified vendor to service your equipment. You may choose the vendor from whom you purchased the equipment or another local vendor. The policy also extends coverage to reimburse your county at a rate of 40 dollars per hour for repairs performed by your staff. They will also pay for associated parts. After the service call is completed, you submit the service report and invoice to REMi for processing. Reimbursement will be sent within 15 days to you or directly to the service vendor.