



SU Group LLC (E&I Contract No. CNR01337)



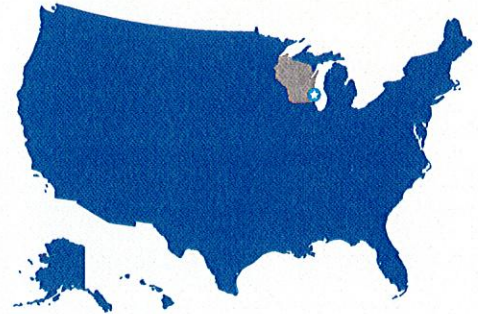
Quick Stats

- Founded in 1982 in Oak Creek, WI (See map below)
- Serve the governmental, financial, educational, pharmaceutical, and healthcare markets
- Customer retention rate of more than 95%

Who are we?

Since 1982, SU Group has helped institutions reduce their equipment maintenance spend all while improving operational efficiencies and equipment performance and uptime!

To learn more, please visit us online at www.su-group.com



Experience

- 621 Colleges and Universities
- 1,489 Healthcare Facilities
- 1,800 Financial Institutions
- 650 Cities, Counties & Other Municipalities
- 14 Current State Government Contracts
(Competitively awarded)
- E&I Cooperative Contract
(Competitively awarded)

Achievements

- Vizient contracted supplier (15 Years)
- 2014 E&I'S Best in Class Member Responsiveness Award Recipient
- Earned an "A-" AM Best Rating

Why SU Group?

Benefits

- 3 Day turn-around time on free, no obligation quote (Best in the industry)
- Average cost savings of 17% - 35%
- Reduced administrative burden
- Vendor of choice and vendor neutral
- Contract consolidation
- Online reporting

Discount Range

The following percentages represent the average savings realized:

| | |
|------------------------------------|-----|
| • Communication..... | 20% |
| • Data Processing (IT)..... | 20% |
| • Facilities..... | 20% |
| • Research/Investigation Labs..... | 17% |
| • Mail..... | 20% |
| • Office..... | 20% |
| • Security/Alarm..... | 20% |
| • Healthcare..... | 17% |

(Please see back for extended equipment coverage list...)

Save  
17%-35%



SU Group • Est 1982

The equipment maintenance
management pioneers



Healthcare



Education



Government



Financial



Pharmaceutical

Our Process

When service is needed, follow these 5 easy steps!

1

Contact SU TELESERVE™

Call SU's 24/7, toll-free
dispatch center at (800)
833-7050 -OR- email SU at
teleserve@su-group.com.

2

Vendor dispatched

SU will confirm receipt via
email then dispatch your
vendor with our purchase
order (PO) number.

3

Vendor sends info

Following maintenance, the
vendor is required to send
SU a field service report
(FSR) & an invoice.

4

SU pays vendor

SU will pay your vendor
within 25-35 days after
covered services are
performed.

5

View online report

Meanwhile, customers can
log in to www.su-group.com
to view various reports and
relevant service event info.

Eligible Equipment *(Sample only)*

Communications

- Audio Visual Systems
- Radio Equipment
- Telephone Systems
- Voice Mail Systems
- Video Conferencing Systems

Document Processing

- Computerized Microfilm Systems
- Inserter Systems
- Mail Processing/Statements
- Rendering Systems
- Production Printers

Forms Handling Equipment

- Binders
- Bookletmakers
- Card Readers
- Collators
- Paper Folders
- Paper Shredders

Information Technology

- Controllers
- Data Retrieval Systems
- Desktop Computers
- Disk Drives
- Display Terminals
- Laptop Computers
- Mainframes
- Modems
- Monitors
- Networking Systems
- Optical Disk Drives
- Printers
- Routers
- Scanners/Plotters
- Servers

Laboratory/Research

- Autoclaves
- Autosamplers
- Blood Gas Analyzers/Units
- Centrifuges
- Chemistry Analyzers
- Chromatography Equipment
- Detectors
- DNA Analyzers/Synthesizers
- Electron Microscopes
- Electrophoresis Equipment
- Hematology Analyzers
- HPLC/HPLC Pumps
- Incubators
- Mass Spectrometers
- Microbiology Analyzers
- Microtomes/Cryostats
- X-Ray Systems

Mail

- Folders
- Table Top Inserters
- Mail Openers
- Mailing and Shipping
- Scales

Microfilm

- Microfilmers
- Microfiche
- Printers
- Readers

Office

- Calculators
- Copiers
- Dictation Equipment
- Facsimile Machines
- Time Clocks

Power Regulation

- Transient Voltage Protection (TVP)
- Uninterrupted Power Supplies (UPS)

Security

- Alarms
- Burglar Alarms
- Card Access Systems
- CCTV Systems
- Library Security Systems
- Vaults/Safes/Lockers

Note: This eligible equipment list is only a
sample listing. Your coverage may include
additional equipment.

 **SU Group LLC Headquarters**
9667 South 20th Street
Oak Creek, WI 53154

 **Contact Us** *Toll free
(800) 558-9910

 **Follow Us**





Equipment maintenance management made easy

Save up to 35% with SU Group's E&I Contract (No. CNR01337)



To request a free, no obligation quote call toll-free 1-800-558-9910

Key benefits

Working in conjunction with E&I Cooperative Services, SU Group's equipment maintenance management program (EMMP) can help your facility save 17%-35% off existing service contracts!

Cost savings

- Average savings of 17%-35%
- Financially capped budget
- In-house reimbursement
- Soft-dollar savings on administrative tasks

Convenience

- Sole number to call for all service events
- Contract consolidation
- We manage vendor payment process
- Fewer purchase orders (POs)

Control

- Choice of vendor
- Maintain direct contact with vendor (*optional*)
- Add or remove equipment at any time
- Transparent, real-time, online reporting

The equipment maintenance management innovators!



What's being said...

We have been doing business with SU Group for a number of years and during my time dealing with SU, the support has been wonderful. We receive responses timely and their responsiveness to our needs is great."

Patricia Thompson,
Texas BioMedical Research Institute



Equipment covered*

- Balances
- Blood culture units
- Blood gas analyzers
- Breathalyzers
- Cell savers
- Cell washers
- Centrifuges
- Chemistry analyzers
- Chromatography equipment
- Co-oximeters
- Coagulation analyzers
- Computers
- Cryostats
- CT scanners
- Densitometers
- DNA analyzers
- DNA synthesizers
- Dose calibrators
- Electrolyte analyzers
- Electron microscopes
- Electrophoresis equipment
- Gamma cameras
- Gamma counters
- Hematology analyzers
- Immunoassay analyzers
- Lasers
- Magnetic resonance imagers (MRI)
- Microbiology analyzers
- Microscopes
- Microtomes
- Phaco emulsifiers
- Physiological monitoring systems
- Plethysmographs
- Pulmonary function systems
- Ria systems
- Scales
- Sleep labs
- Spectrophotometers
- Tissue analyzers
- Tomometers
- Ultrasounds

Most active lab vendors*

- Affymetrix
- Agilent Technologies
- Alert Scientific Inc.
- Amersham Pharmacia Biotech
- Applied Biosystems
- Baseline Service, Inc.
- Bayer Corporation Diagnostic
- BD Biosciences
- Beckman Coulter, Inc.
- Beckton Dickinson
- Biacore Inc.
- Biomeriux
- Bio-Rad Laboratories
- Bio-Tek Instruments
- Brinkmann Instruments Services
- Carl Zeiss, Inc.
- Canberra Industries
- Cellomics, Inc.
- CEM Corporation
- Cybio UK Ltd.
- Dionex Corporation
- Dolbey-Jamison
- DU Pont Corporation Eppendorf
- Genevac
- Gilson
- HI Scientific Services Horizon
- Irori
- Kendro
- Leap Technologies
- Leica
- Life Technologies, Inc.
- Luminex Corporation
- Mettler-Toledo Microcom
- Millipore Corporation
- Micromass, Inc.
- Miltenyi Biotec
- Molecular Devices
- Nicolet Instrument Corp.
- Olympus America Inc.
- Packard Instrument
- Perkin Elmer
- Personal Chemistry
- Pharmacia Biotech
- Polymer Laboratories
- Powerware
- Qiagen, Inc.
- Roche Diagnostics
- Sakura
- Savant Instruments, Inc.
- Scientific Apparatus Services
- Shimadzu, Inc.
- Steris
- TA Instruments, Inc.
- Tecan
- Teledyne
- Thermo Electron
- Thermo Finnigan
- Thermo Forma
- Thermo Fisher
- Titertek Instruments Tomtec, Inc.
- Varian
- Wallac, Inc.
- Waters Corporation
- ZEF Scientific, Inc.

*Sample only, your coverage plan may include additional equipment and/or vendors!

Our proven process

- 1 Call TELESERVE™**
When service is needed, contact SU's toll-free, 24/7 dispatch number at (800) 833-7050 or email teleserve@su-group.com.
- 2 Vendor dispatched**
Then, SU will dispatch your vendor with our purchase order (PO) number. SU confirms via email.
- 3 Vendor sends info**
Following service, the vendor is required to send SU a field service report (FSR) & an invoice.
- 4 SU pays vendor**
SU will pay your vendor within 25-35 days after invoice & FSR are received.
- 5 View online report**
Meanwhile, all event service info is available to the customer online at www.su-group.com.

● Client | ● SU Group LLC

The SU group
of companies



Specialty Underwriters LLC

Serving the governmental, financial, educational, & pharmaceutical markets

Toll-free: (800) 558-9910
Office: (414) 281-1100
Fax: (414) 216-1050

Mediserve, Inc.

Serving the healthcare community

Toll-free: (800) 590-9880
Office: (414) 281-9980
Fax: (414) 216-1051

SU Insurance Company

A specialty lines carrier for the maintenance insurance market

Toll-free: (800) 558-9910
Office: (414) 281-1100
Fax: (414) 281-1111

SU Group LLC North American Headquarters
9667 South 20th Street, Oak Creek, WI 53154

www.su-group.com

MYTHS VS FACTS



Get the truth behind the myths about SU Group's EMMP!



EMMPs ONLY focus on servicing your instruments cheaply.

They do this without regard for current vendor or equipment manufacturer and provide less coverage than the OEM. Plus, if a repair is too expensive, they won't cover it or they'll drop coverage on that instrument.



SU's program offers discounts while maintaining high-level service required to operate effectively and efficiently. Proposals offered by SU are based on costs and coverages as defined by the current agreements. SU's program is "vendor of choice" which allows the end user to select their service provider and even specify a preferred technician.

2017 Data: 99% of service requests received by SU dispatch were transferred to the customer's preferred service provider. Of those, 88% were sent to and completed by the OEMs.

"After evaluating multiple options and alternatives, in 2010 we selected SU Group/Mediserve to help us reduce expenses while maintaining the same level of service and confidence our directors and managers were used to in the maintenance of their equipment...We have found SU Group easy to work with and responsive to our needs and suggestions. I would highly recommend any institution looking to improve their maintenance program while reducing cost to give Mediserve an opportunity to show you their program and what it can do for your organization."

-Director of Purchasing Barton Hospital



Response time is much longer from vendors.

This means longer downtime, especially for customers who are not under contract with the OEM.



Vendors are still expected to provide high-level service and meet all industry standards/manufacturer specs when maintaining SU clients' equipment as they would under a direct agreement. New service requests (W/O prepaid M/C) are billable events, which provide an incentive to respond quickly (additional revenue). Vendors may threaten worse response times since they are at risk of losing lucrative maintenance contracts, BUT any delays in service are created by the service vendor as an attempt to force a direct agreement.

"Institute has saved over \$1,265,000 over a 3 year period or 24% at 48 locations...Our folks have received the same level of coverage with SU that they would have received if they had gone to the OEM, but at a significant cost savings...Specialty Underwriters' personnel have always been professional and very helpful to me when I needed assistance. I was assigned the Specialty Underwriters contract as part of my duties and the Specialty Underwriters Staff proved to be such a great help to me."

-Howard Hughes Medical Institute-Maryland (Headquarters)



EMMPs don't work well with vendors.

Equipment maintenance management programs just aren't compatible with current strategic vendor relationships.



SU has established long-lasting business relationships with equipment service vendors and manufacturers nationwide to best serve and support our clients.

"When working with SU, we actually got better service from the OEM and were able to control our repair costs."

University of Florida McKnight Brain Institute

"We have been able to maintain vendors who have previously serviced our equipment at a lower cost."

-Monroe County, PA



EMMPs don't include PMs.

EMMP coverage plans do not include preventative maintenance (PM) visits. The customer is required to schedule their own PMs and are not notified when they are due.



SU matches the terms, conditions, and coverages of the current contract. As part of SU's EMMP, PM notifications and monitoring can be provided.

"We're happy with SU's service and like the reminders we receive to schedule PM visits, and SU's reps are helpful and timely when we need assistance."

-Howard Hughes Medical Institute-San Francisco



Customers can't contact the vendor directly anymore.

Customers aren't allowed to contact their vendor directly, PLUS technical/application support (including troubleshooting) isn't covered!



SU customers have the ability to maintain direct contact with the OEM's or their preferred service providers as they would if they were under contract directly with the manufacturer. As offered and made available by the OEMs, SU will provide and pay for phone support for troubleshooting, technical assistance, application support, etc. as part of the program coverages.

"The most important thing we've heard, again and again from our folks, is that they were able to receive the same level of coverage with SU that they would have received if they had gone through the manufacturer, but at a significant cost savings. This was a major point of importance to the university. There has been no drop-off in the level of service, and the transition was practically seamless. From the university's perspective, it doesn't get any better than that!"

-University of Pittsburgh



EMMPs "cherry-pick" ONLY the profitable equipment.

EMMPs are an insurance policy and "cherry-pick" to only offer coverage on the profitable equipment.



SU offers customized solutions to meet customers' needs while offering cost savings, convenience, and control. Our proven process has served customers since 1982. SU's proposal is for a consolidated equipment maintenance management program, not an insurance policy. Coverage is offered after careful evaluation of all current agreements and is based on volume and spread of risk.

Case Study: 620 items (various instrument types) covered
Annual M/C cost=\$1,712,060 SU Total Cost=\$1,318,286
Total Annual Savings \$393,974

"Our facility has worked with Mediserve for several years. They are a critical component in our house-wide service/maintenance agreement reviews and have helped us reduce our service/maintenance contract expenses in many areas. They are dedicated to helping find ways to increase our bottom line without jeopardizing quality. Their staff, from bio-med techs to account managers, is highly trained and very efficient."

-Cumberland Medical Center

07 Reasons to use SU Group

E&I members have the unique opportunity to take advantage of the following benefits...

01



Cost

Average reduction of 17%-35% on maintenance and service agreements

02



Administration

Greater administrative and operational efficiencies while maintaining coverage and response times

03



Contact

Single point of contact for all equipment service issues

04



Vendor

Ability to select and maintain direct contact with the service vendor

05



Consolidation

Consolidation of maintenance contracts and service vendor relationships

06



Flexibility

Flexibility to add or remove equipment at any time

07



Paperwork

Overall reduction in purchase orders (POs) and paperwork related to equipment maintenance on campus



www.su-group.com

