

Centralizing Maintenance Operations for a Mid-Size Regional Financial Institution



When Relationships Drive Success

AT A GLANCE



Assets

- \$1.5+ Billion



Employees:

- 500+



Customer Since

- 2011

KEY METRICS



\$1,051,038

Total M/C Spend



\$220,800

Hard Dollar Cost Savings



1,793

Total Invoices Processed



\$161,370

Administrative Savings

BENEFITS



Financially Capped Budget



Warranty Watch



Reduction of POs

CHALLENGES

Senior Bank Officers recognized the need to centralize the on-going management of equipment maintenance to reduce both the administrative burden and ever increasing cost. The client had over 100 separate contracts with more than 20 vendor relationships on nearly 500 pieces of equipment spread through 5 separate charters. Additionally, the existing contracts had various expiration dates and in some cases, similar vendors servicing the same equipment at the same location. With the existence of separate charters, the result was a decentralized process for maintaining maintenance contracts represented by different decision makers with separate budgets and forecasts. With the existing challenges, senior Bank Officers selected Specialty Underwriters to conduct a financial review of the entire organization.

SOLUTION

Through the financial analysis, SU was able to formulate a comprehensive maintenance program that addressed the organization's initiatives to centralize maintenance under one program resulting in reduced maintenance costs and administrative tasks (i.e., Purchase Order issuances, Invoice audits and reviews and vendor payments processing). The program delivered: A universal process for requesting service repairs, increased efficiencies in equipment performance, a predictable budget forecast to control maintenance expenditure, reductions in administrative redundancies, less equipment downtime due to improved response time. By capturing and analyzing contracts across different equipment categories, SU's proprietary SUMIT™ software easily identified equipment types for conversion to a SU managed maintenance program. In addition, SU's proprietary TELESERVE™ Dispatch program allowed the organization a vehicle to achieve their goals for a one-stop solution for service repair requests.

RESULTS

SU Group used financial analysis to create a centralized maintenance program, cutting costs and streamlining administrative task. This boosted service efficiency, forecasted budgets reliably, reduced redundancies, improved response times, minimized downtime, and leveraged SUMIT™ software to identify equipment for their managed maintenance program, while TELESERVE™ Dispatch streamlined repair requests for efficiency.

"The on-going management reports provided by SU Group has enabled management to pinpoint areas of equipment failures (within their branch network) to make informed decisions as it relates to new equipment purchases".

-Bank Chief Financial Officer

GET IN TOUCH



800.558.9910
414.281.1100

info@su-group.com

9667 S. 20th Street
Oak Creek, WI 53154

