



BUSINESS

WHITE PAPER

SPECIALTY UNDERWRITERS

ABOUT US

Specialty Underwriters LLC, a subsidiary of SU Group LLC, was established in Wisconsin on July 21, 1982. Expanding over time, the company pioneered the comprehensive equipment maintenance management program (EMMP) concept as a flexible alternative to full cost service contracts. Today SU and its affiliates serve various corporations, governmental bodies, educational institutions, medical facilities, high technology industries and other organizations worldwide!

OUR REPUTATION

As the equipment maintenance management program (EMMP) pioneers, SU Group LLC has collectively amassed the most experience and actuarial data in the industry. Specialty Underwriters has built and maintained a reputation of outstanding service, sustained cost savings, longevity, professionalism, and integrity. Long-term business relationships are at the heart of the way Specialty Underwriters has performed business over the last forty-two (42) years and our mission is to continue growth plans based on that foundation.

www.su-group.com

Executive Summary

Specialty Underwriters LLC, a subsidiary of SU Group LLC, was established in Wisconsin on July 21, 1982. Expanding over time, the company pioneered the comprehensive equipment maintenance management program (EMMP) concept as a flexible alternative to full cost service contracts. Today SU and its affiliates serve various corporations, governmental bodies, educational institutions, medical facilities, high technology industries and other organizations worldwide.

Unmatched Experience

As a testament to Specialty Underwriters LLC's leadership role in the equipment maintenance industry, Specialty Underwriters has designed and managed equipment maintenance management programs (EMMPs) for entities including, but not limited to the following:

- E&I Cooperative Services (contract term value, over \$60 million)
- Aventis Pharmaceuticals (contract term value, over \$20 million)
- Continuum Healthcare (contract term value, over \$50 million)
- US Bank (contract term value, over \$40 million)
- Vizient (contract term value, over \$100 million)

SU Group LLC has also held numerous state contracts over the past 42 years.

How the Program Works

Our equipment maintenance management program (EMMP) consolidates service contracts into one (1) easily manageable master agreement, assuming the financial risk of equipment repairs as they occur. By specializing in only equipment maintenance management, we know the appropriate market prices of preventive maintenance (PM) and repair for virtually every piece of equipment. We have also logged extensive actuarial equipment data indicating the likelihood of equipment breakdown. This extensive expertise helps us assess your equipment and provide significant savings on annual maintenance costs. "Hard dollar" savings are achieved by completing a simple conversion process which spreads the risk across a high volume of equipment types from numerous OEMs. You will be able to continue working with your current vendors with no sacrifice of service quality. By taking total responsibility for the administration and management of these services, Specialty Underwriters delivers significant "soft dollar" savings (administrative and employee-hour costs). With Specialty Underwriters, you will enjoy better coverage, a guaranteed annual budget, cost savings over traditional maintenance programs, improved control and ultimately less distraction from your organization's core business.



Continued Growth

From the start, we have continually refined and improved our programs, services, and approach to this specialized market. We believe that because something worked in the past, does not mean it will necessarily solve tomorrow's challenges. Together we strive to create a working partnership through commitment, integrity, and teamwork by providing creative customer focused programs to meet all equipment maintenance needs.

Mission Statement

To provide a managed cost savings alternative to high priced equipment maintenance agreements while maintaining exceptional quality service.



Company Values

Integrity

At SU Group, integrity is paramount. We uphold transparency, honesty, and ethical behavior to build trust and create lasting value in all our interactions and operations.

Accountability

By fostering a culture of accountability, we ensure transparency and trust in everything we do, driving our commitment to excellence and continuous improvement.

Teamwork

We believe in collaboration, mutual support, and leveraging diverse talents to achieve shared goals.

Promise to Customers

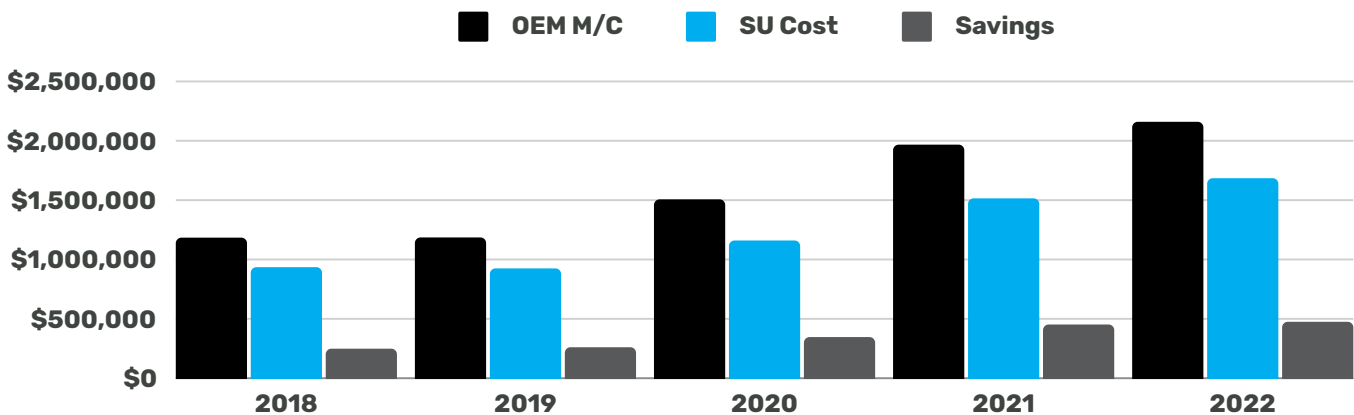
Our dedication to customer satisfaction drives us to listen attentively, respond promptly, and consistently deliver value.



By implementing SU's business proposal and subsequent Equipment Maintenance Management Program, customers can achieve significant cost savings while also improving operational efficiencies and providing convenience, control and consolidation.

Our Equipment Maintenance Program is designed to ensure the reliability and longevity of your equipment by reducing downtime, lowering contract costs and extending it's useful life which results in overall increased productivity.

Savings Profile Sample



5-Year Savings: \$1,783,845

Eligible Equipment

Communication

- Audio/Visual Systems
- Emergency Systems (911)
- Overhead Paging
- Intercom Systems
- Radio Equipment
- Switchboard
- Telephone/Voicemail Systems

Information Technology (IT)

- Network Hardware
- PCS & Peripherals
- Printers
- Routers
- Scanners
- Server Hardware
- Storage Hardware
- Switches
- Tape Drives
- Uninterrupted Power Supply

Office/Mail

- Binders
- Card Readers
- Cash Registers
- Check Signers
- Coin Sorters/Packagers
- Computer Systems
- Copiers
- Currency Counters
- Dictation Equipment
- Electronic Print Equipment
- Embossers
- Facsimile Machines
- Folders
- Inserters
- Labelers
- Laminators
- Mailing Machines (Not System)
- Microfilm Readers/Printers
- Openers
- Retail Scanners
- Scales
- Shredders
- Stackers
- Time Clocks

Women's Health (OBGYN)

- Cancer Screen Devices
- Colposcopes
- Coupler
- EPR
- Fetal Doppler
- Fetal Monitor
- GeneXpert System
- Gynecology Lasers
- HD Camera Head
- Infant Body Composition System
- RF System
- Ultrasound

Cardiology

- Arrhythmia Computers
- Cardiac Cath Systems
- Cardiac Output Computers
- Electrocardiographs
- Intra-Aortic Balloon Pumps
- Monitoring Systems
- Patient Data Systems
- Stress Tests
- Thermal Cyclers

Nuclear Medicine

- Cameras
- Counters
- Crystals
- Dose Calibrators
- Laser Imagers
- Uptake Probes

Oncology

- Brachytherapy System
- CT Simulators
- Gating Systems
- Gel Imaging Systems
- Hexapod Table
- Linac (Linear Accelerator)
- Monaco System
- Precision Workstation
- RT Motion Monitoring Systems
- Tomotherapy Machine
- XiO System

Finance

- Automated Teller Machines
- Card Embossers
- Check Encoders
- Check Endorsers
- Check Protectors
- Check Signers
- Coin Packagers
- Coin Sorters
- Commercial Windows
- Currency Counters
- Drive-Through Systems
- Electronic Counterfeit Detectors
- Encoders
- Magnetic Strip Encoders
- Magnetic Strip Readers
- Night Depository Systems
- Safe Deposit Boxes
- Teller Cash Dispensers
- Teller Cash Recyclers
- Teller Network Systems
- Vault Doors, Safes & Chests

Alarm/Security

- Alarm Systems
- Card Access Systems
- Video Surveillance

Clinical/R&D Laboratory

- Analyzers (Various)
- Autoclaves/Sterilizers
- Blood Culture Units
- Breathalyzers
- Cell Savers
- Cell Washers
- Centrifuges
- Chromatography Equipment
- Co-Oximeters
- Cryostats/Microtomes
- Densitometers
- DNA Synthesizers
- Electron Microscopes
- Flame Photometers
- Hemoglobinometers
- Incubators
- Gamma Counters
- HPLC
- Mass Spectrometers
- Microscopes
- Osmometers
- PCR Systems
- Scales/Balances
- Scintillation Counters
- Spectrophotometers
- Thermal Cyclers

Imaging/Radiology

- Angiographic Systems
- Arthrography
- Auto Film Viewer
- Bone Densitometer
- C-Arm
- Chest Units
- CT Scanner
- Cystography
- Daylight Systems
- Dental Units
- Digital Systems
- E.R. Units
- Fluoroscope
- Gamma Counters
- Head/Skull Units
- Imaging Systems
- Mammography Systems
- MRI Scanner
- PACS Systems
- PET/CT Scanner
- Special Procedures Rooms
- Tomographic Rooms
- Ultrasound
- X-Ray Equipment
- X-Ray Tubes

Program Features

Cost Savings



Guaranteed Discounts



Financially Capped Budget



In-House Reimbursement



Centralized & De-Centralized Billing

Convenience



Ease of Use



PM Monitoring Notifications & Reminders



Loaner Coverage



Warranty Watch

Consolidation



TELESERVE Dispatch



One Point of Contact



Asset Management



Reduction of Purchase Orders (POs)

Control



Vendor of Choice



Comprehensive Coverage



Add/Remove Equipment



Transparent, Real-Time Online Reporting

Cooperative Partners

National Cooperative Contracts



Higher ED Cooperative & Consortium



Strategic Alliances



State Contracts



ARIZONA



FLORIDA



IOWA



LOUISIANA



MINNESOTA



SOUTH CAROLINA



TENNESSEE



WISCONSIN

Financial Highlight

As a testimony to Financial Strength, Industry Leadership, and Client Confidence, Specialty Underwriters' current clients have the backing of two (2) "A-" rated (rating assigned by A.M. Best Company, Inc.) insurance companies and the SU Maintenance Service Agreement (MSA). Specialty Underwriters has its own insurance company, SU Insurance Company (SUIC), which has an AM Best Rating of "A-"Excellent. State National Insurance Company has an AM Best Rating of "A" Excellent. No other company in this marketplace possesses an insurance company established and dedicated exclusively to equipment maintenance insurance!

Additional Financial Benefits

SU offers additional programs including Third Party Administration (TPA) and Asset Management Programs and Contract-to-Contract Management to assist in the consolidation of contracts and equipment maintenance. These programs include several different approaches to various equipment types. Depending on the current operational and financial processes, these optional programs and enhancements can be utilized, if so desired and mutually agreed upon by the customer and are offered independently.

Financial Impact Analysis

Specialty Underwriters will work with the customer to collect various service agreements and maintenance contracts. The focus of our analysis is to gain the following information:

- Costs for corrective repairs
- Costs for preventative maintenance
- Start and renewal dates
- Hours of service coverage
- Coverage of consumables
- Cancellation penalties
- Device location
- Included coverages

Once recorded, the data for each item is compared to SU's proprietary actuarial data (collected over our 40+ years of operation) to offer a proposal with discounted pricing.



Financial Incentives

(Can be Offered & Negotiated Into Contract)



Volume Credit

The volume credit provides a tangible incentive for both parties to operate within the best interests of the customer and establishes a true partnership arrangement.



Enhanced Coverage

To meet the evolving needs of our customers and to continually offer the "best value", SU can offer enhanced coverage's for out-of-scope service events.



Profit Share

The profit sharing incentive agreement further enhances the direct cost savings to the customers' program. This confirms SU's commitment to not only reducing maintenance costs, but also to an on-going improvement process.



On-Site Support

For programs and accounts where the premium dollar exceeds \$1,000,000, SU can place on-site employees to help transition, sustain, manage and grow the program making thus making this arrangement more cost effective for SU and the customer.