



Equipment Maintenance Management Insurance Program

The Office of Risk and Insurance Management (ORIM) has implemented an insurance based “Equipment Maintenance Management Insurance Program” (EMMP) that replaces existing equipment manufacturer and third party service contracts and enables departments to reduce the annual cost of maintaining equipment by 25%, improve service performance and enhance tracking of maintenance events and related costs.

Service Call Procedure:

1. 24X7 Dispatch Center: 1-866-296-4847
2. Provide your Department name
3. Provide your Name and Telephone Number
4. Provide your Internal Ticket Number
5. Provide Severity Level
6. Provide Site Address
7. Provide a Preferred Vendor
8. Provide Equipment Serial Number
9. Provide Problem Description

Once the call is placed through the Dispatch Center, your preferred Vendor will call back to begin troubleshooting, establish an ETA, and schedule a service window as appropriate.

Service Escalation Directory:

24x7 Dispatch	Dispatch Center	866-296-4847
Mimi Hocking	Customer Assistance Specialist, Remi	916-441-9697
Jason Mann	Account Executive, Remi	916-216-9984
Jessica Carpenter	Assistant Risk Analyst, ORIM	916-617-3620

Service Escalation Procedure:

- If, within a reasonable time after placing a service call to the Dispatch Center, your preferred Vendor does not respond by telephone, please call back to the Dispatch Center for a status.
- If no update is available please proceed through the Escalation Directory above.