

MERA® – DEPENDABLE SERVICE EVERYWHERE®.

WHAT IS MERA'S SERVICE AREA?

MERA supports 50 US States, plus 13 Canadian Provinces and Territories from 90+ North American service locations. Approximately 330 technicians are deployed as needed 24 hours a day, 7 days a week, 365 days a year.

WHY DO CLIENTS CHOOSE MERA?

Clients tell MERA they choose MERA as a corporate service solution due to service quality, geographic coverage, increased bandwidth, as well as increased flexibility, scalability. Clients receive dependable service everywhere from MERA.



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Visit MERA at www.meraserv.com



MERA® is the registered service mark of Medical Equipment Repair Associates.

Dependable Service Everywhere: Challenges Addressed by MERA

Many original equipment manufacturers (OEMs) and distributors of medical, laboratory, and life science equipment experience service challenges such as PM backlogs, device installation spikes, delayed on-site response, and the like. As a service partner MERA assists its clients in addressing the following gaps and pain points:

- Expand support footprints and bandwidth by engaging some or all of MERA's 90+ service locations across the US and Canada.
- Reduce or eliminate PM backlogs by leveraging any of MERA's 300+ field service technicians.
- Perform device retrofits and upgrades with MERA resources.
- Realize sales revenue sooner by utilizing MERA installation support.
- Increase service bandwidth by leveraging MERA for scheduled and break/fix service.
- Safeguard direct technician investment and prevent burnout through territory-sharing with MERA.

MERA Client Relationships - What to Expect:

Client – MERA relationships begin with an onboarding teleconference, which formally initiates MERA's Client Integration Process. An onboarding teleconference confirms the desired service model, dispatch and reporting processes, and technical training requirements, as well as other crucial service aspects. Once the call is complete, agreed-to next steps are in place with actionable follow-up assigned to key client and MERA personnel. Technical training is held as needed, and service dispatch and delivery processes are created to effect successful service. Dependable Service Everywhere is one of the reasons clients engage MERA as a corporate service solution. Adherence to the ISO 9001:2015 requirements assures MERA remains a corporate solution.

Value Clients Receive with MERA:

- No contract minimums.
- Dependable Service Everywhere, as demonstrated by a service recall rate of less than 1%.
- High ROI through 100% field service productivity.
- Supplier stability as 42% of MERA clients have been with MERA more than 10 years.
- Professional support from an ISO 9001:2015 certified service partner.
- Competent technicians experienced in clinical environments.

Support your customers with **Dependable Service Everywhere™** from MERA.

TO LEARN MORE about the value you could receive from MERA, please contact us at **800-953-6372** or **info@meraserv.net** to find out how we can help support your customers.

MERA CLIENT TESTIMONIALS:

“ I could not service my customers without MERA. ”

“ MERA is responsive and supportive and has genuine interest in solving issues as they arise. ”

“ We would have fewer customers without MERA support. ”

“ Friendly staff and everyone is very helpful. ”

“ MERA allows us to recognize revenues earlier. ”

“ The quality of service is excellent. ”

“ Seamless service, resource allocation, and responsiveness. ”

“ Easy to do business with. ”

“ Know the job will be done quickly and correctly. ”

“ Service coverage in areas where we do not have technicians. ”

“ Consistent documentation and strong adherence to procedures. ”

“ Good technicians in high volume areas. ”

THE MERA MISSION

The MERA Mission is to be an extension of your field service team.

THE MERA BUSINESS PHILOSOPHY

Equipment service is MERA's ONLY focus. We are always your service partner, never your competitor.