

# Yavapai's Maintenance is now a Piece of Pie!

By: Dave Vinson, Operations Support Technician at Yavapai Hospital, AZ



We had tons of maintenance contracts with IBM and were literally getting hundreds of invoices at all times of the year. It was such a nightmare! No one could get their arms around the situation and manage it or even budget for it properly. We had to find a way to get all of it on one bill, but we didn't see how it could ever happen.

We met Steve Larkin, General Manager of Series VAR, at InSight a while ago and were intrigued by the relationship that Series VAR has with McKesson. Steve suggested a solution for all our maintenance contract issues and said that Series VAR could solve our multiple IBM contract dilemma. I was skeptical, but willing to give them a chance - I didn't think it could get any worse!

## Maintenance Audit Process

The audit process wasn't as painful as I thought it would be. Lori Blan, Series VAR's director of all things maintenance, really made it easy! I worked with Lori for over a year getting everything Yavapai owned inventoried, organized, and cleaned up. She pulled all of our maintenance contracts and started doing her magic to get it all consolidated.

In the past, I have sent maintenance cancellation notices to IBM and come to find out, they never even entered the request! We found out that Yavapai was paying for maintenance on items we hadn't had since 2001. Did I mention what a nightmare this was? No one was looking out for us... but then came Series VAR.

Lori has been incredible, prompt and responsive. She has been with me every step of the way and Yavapai FINALLY has one contract, billed once a year, with everything we actually own and nothing we don't. With Series VAR's help, I am saving 3-5 hours a week now that I don't have to track down equipment to verify the accuracy of all those invoices. In the past I would have to research AP paperwork for IBM invoices to prove that IBM was billing us for equipment removed from maintenance contracts years earlier.

Now I have a handy spreadsheet with all of our equipment listed. When we add or cancel hardware or printers, I just let Lori know and she handles everything. She's really on top of things and easy to work with - someone I can turn to when I have any issues at all. I must drive her crazy, but every time she hears my voice, she's very pleasant and attentive.

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## Focus on Series 2000 Hospitals Makes ALL the Difference

We had a local IBM business partner, but we were looking for someone that would make a commitment to our account and be more proactive in learning the direction Yavapai was heading towards. We initiated a relationship with Series VAR because of their unique relationship with McKesson - it gives the hospital the perfect blend of hardware and software expertise

targeted toward our environment. This is so unusual to find - until we met the folks at Series VAR, we didn't think it would be possible to find a hardware partner that could provide more than just hardware - much less a hardware partner that specializes in our application environment.

Steve came to see us several times and demonstrated his willingness to commit to Yavapai. He certainly convinced us that Series VAR would bring a lot of value to the table. He listened intently to our needs and goals and sat with us face to face. He was very conscientious and took great care to understand the direction that Yavapai is heading. We were delighted that Steve really knew our environment and could talk the Series 2000™ lingo. It's nice to work with him and his team because they all understand good service.

I have to admit that I am surprised at how happy I have been with Series VAR and the entire team. My experience with all of them has been absolutely fabulous - everyone I have worked with has done a wonderful job! I have to credit Steve for being very proactive in keeping Yavapai in the loop - he is always sending me information and promos that will benefit our hospital. I feel as though we are finally being taken care of and I couldn't be happier. I would recommend Series VAR to any Series 2000 hospital out there - they really know their stuff, or should I say “our” stuff! If you're not doing business with Series VAR, you really should be!

