



**ELITE**  
BIOMEDICAL  
SOLUTIONS

## CASE STUDY

# How a Values-Driven Manufacturer Helped an HTM Partner Cut Costs and Boost IV Pump Repair Quality

[elitebiomedicalolutions.com](http://elitebiomedicalolutions.com)

### **Client**

A leading healthcare technology management (HTM) organization with a comprehensive clinical engineering program serving large health systems nationwide; maintains millions of devices across thousands of facilities, performing more than 500,000 repairs each year

### **Challenge**

Condense spending and streamline supply chain to optimize the safety and reliability of cost-effective IV pump repairs

### **Solution**

Contract with Elite Biomedical Solutions, an ISO 13485 certified, FDA-registered manufacturer, as the primary source for affordable, top-quality replacement IV pump parts, repair support, and outstanding customer service

### **Results**

Improved ROI, dependable repairs, safer IV pumps, unexpected savings, and proactive solutions for emerging issues

“EBS came to us saying a lot of IV pumps were coming in that could have been fixed in the field. They could have kept that business, but they know the techs could just order the part instead of sending them in. That’s part of the trust we have in EBS, knowing it’s not just about the money. It’s the right thing to do.”

*HTM Sourcing Specialist*

## Overview

As a leading HTM, the core healthcare values--safety, patient-centered care, and positive treatment outcomes--guide the Client’s business decisions at all levels. Thousands of hospitals rely on the Client for fast, reliable IV pump repairs to deliver safe, effective medical care. The organization understands that the heavy burden of IV pump malfunction goes beyond financial and non-compliance risks, as device failure can potentially cause loss of life.

Committed to continuously improving mission-critical repair services, the Client identified that having multiple suppliers involved in OEM IV pump repairs complicated workflows and contributed to increased costs and inconsistent repair quality.

Through a contract with Elite Biomedical Solutions (EBS), a 3rd-party, USA manufacturer that shares the Client’s core values, the Client obtained OEM+ quality replacement parts, competitive pricing, and expert repair support.

As the primary vendor for IV pumps, EBS helped boost ROI on repairs, curb spending, and alleviate stress points for engineering staff. Unexpected benefits, including additional cost-savings and enhanced customer relations, resulted from EBS’ proactive problem-solving and outstanding customer service. The ongoing partnership has now extended to include technical training.

## Challenge

When the Client reevaluated their current relationships with vendors, the organization had approved multiple 3rd-party parts and repair companies for leading OEM IV pumps. This created a range of issues for the Client, such as:

- Slow turnaround times/back-ordered parts
- Variation in parts quality
- Customer service limitations
- Less reliable repairs
- A reactive approach to problem-solving

In addition, dealing with multiple vendors servicing the same types of IV pumps caused unnecessary hassle for field technicians, impeding efficiency, generating employee stress, and extending asset downtime.

## Solution

Intending to contract a primary service/parts vendor, the sourcing department released an RFP focusing on:

- **Quality:** QMS, risk mitigation
- **Delivery:** Engineering, capacity, customer service
- **Pricing:** Prices for the Client's top parts and top repairs

The RFP also assessed the applicants' business model, business acumen, and core business values.

EBS, an ISO 13485 certified, FDA-registered manufacturer that makes all parts in the USA, won the 3-year contract with the highest score in all three categories. EBS also won all three categories in the subsequent RFP, securing a second long-term contract.

## Results

### QUALITY

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The most significant benefit of the contract is access to replacement parts of unwavering quality. EBS voluntarily adheres to all FDA current good manufacturing practices and maintains a robust, ISO 13485-compliant QMS.

EBS products outperform other 3rd-party suppliers in:

- Withstanding cleaning solutions
- Durability
- Form, fit, and functional performance
- Component lifespan

EBS reverse-engineers its parts; resins and other materials are tested for durability, selecting the most reliable materials whenever possible. These materials frequently outperform those used in the OEM component, resulting in many EBS parts exceeding OEM level quality.

“The trifecta of cost, quality, and delivery is very hard to obtain in any RFP. You usually hit two out of the three, not all three out of three.”

*HTM Category Manager*

“Typically, the savings a customer will receive using our parts vs. original equipment manufacturer replacement parts would conservatively be around 30%. Looking at typical repairs that could possibly happen over a 10-year period, they would save hundreds of dollars per device.”

*Susan McClure, CFO,  
Elite Biomedical Solutions*

## PRICING

Although EBS makes some of the highest quality parts on the market, its pricing remains competitive. EBS has scored highest for pricing on two Client RFPs for 3rd-party IV pump parts vendors.

## CUSTOMER SERVICE

The Client has experienced outstanding customer service from EBS executives, sales reps, biomedical engineering specialists, and the rest of the EBS team. Benefits of this include:

### TECH SUPPORT

Access to knowledgeable clinical engineers at EBS who understand and work to alleviate common stress points that BioMed techs encounter in the field has improved the efficiency and skills of Client staff.

### RELATIONSHIP BUILDING

EBS has put time and effort into developing relationships with hospitals that support, rather than undermine, the Client-customer relationship.

### PROACTIVE PROBLEM-SOLVING

The organization has avoided unnecessary costs and minimized the impact of unexpected issues because EBS takes the lead in solving problems as they arise, often before the Client is aware of the concern. Some examples of EBS initiatives include supplier connectivity to streamline procedures, and early notification of product recalls.

## Support During a Global Crisis

During the COVID-19 pandemic, EBS worked with the Client to come up with fast solutions to urgent issues, such as:

### Maximum Tech Support

When customer sites struggled with IV pump shortages and the industry was experiencing shipping and supply chain delays, the Client needed techs to fix more IV pumps in the field. EBS increased tech support services to assist field repairs.

### Rental Inventory

The contract didn't include leasing, but during the pandemic, EBS offered to rent IV pumps to the Client should shortages severely impact any customer sites.

## RAISING THE BAR FOR OTHER VENDORS

The long-standing relationship, now in its second multi-year contract, has literally set the standards by which the Client evaluates potential partners. This includes the vendor's QMS, business practices, customer service, and commitment to patient safety.

## NEW CHALLENGES, NEW SOLUTIONS

Later, in response to the challenges presented by the COVID-19 pandemic, the Client identified the need for vendor-designed training programs to ensure new and seasoned techs have an up-to-date skillset for servicing IV pumps.

EBS won a new contract through a separate RFP process to design a "BioMed 101" style training course. The Client's engineers can take the course onsite at EBS or as virtual training.

## ONGOING TRUST

Now in their second 3-year contract, the Client places even greater trust in the quality of EBS parts and the dedication of the EBS team. Over nearly five years, the relationship has grown into a true partnership founded on a shared commitment to the same core healthcare values.

## ABOUT ELITE BIOMEDICAL SOLUTIONS

Elite Biomedical Solutions supports hospital biomed departments with new replacement parts, re-certified parts, and repairs that keep clinical equipment performing at optimal levels.

Our industry-leading QMS, cutting-edge reverse engineering process, and commitment to the highest quality standards produce OEM-level replacement parts that can extend the lifespan of infusion and telemetry assets.

**Learn more at [elitebiomedical.com](https://elitebiomedical.com).**

“They take a lot of pride in what they do. They go over and beyond... and we're grateful for that. They don't say no to us much, they always just try to come up with a plan... They always give us 110%, and you don't see that very much.”

*HTM Sourcing Specialist*

*This case study has been anonymized because disclosing vendor information is against the Client's policies.*