



Philips Patient Monitoring ranks #1 in service

Retains the highest ratings in overall service performance

Philips Healthcare Patient Monitoring is #1 in satisfaction with OEM service performance based on customer rankings in the 2013 IMV ServiceTrak™ Patient Monitoring Systems survey.

Customers were asked to rate patient monitoring systems manufacturers on a broad range of factors across the product ownership lifecycle, including system performance, probability of repurchase, ability to drive industry standards, satisfaction with the equipment, service performance, remote dial-in/diagnostic support, and OEM preventative maintenance programs.

Quality equipment and service come from qualified people

Philips came out as the top pick in rankings and satisfaction for these attributes, which is a true testament to the dedication and competence of our sales, service, and support personnel.

PHILIPS

Our commitment to raising the bar on service never ends, which is why we are once again rated the #1 manufacturer for service.

Philips service ratings are #1

Overall remote service	9.15
Current service arrangement meets needs	9.13
Commitments met for remote service	9.08
OEM preventative maintenance program	9.04
Overall service performance	8.91

The reliability and expertise of Philips service personnel plays a significant role in customer satisfaction. The result is that **over 90% of Philips respondents are highly satisfied or satisfied with their overall service performance.*** Not only do the #1 satisfaction ratings include service and support, but they roll into other manufacturer and equipment attributes as well.

Satisfaction with manufacturer	
Ability to drive industry standards	#1
Satisfaction with equipment	
Overall system performance	#1
Hardware reliability	#1
Satisfaction with service and support	
Current service arrangement meets needs	#1
Service follow-up	#1
Availability of replacement parts	#1
OEM preventative maintenance program	#1
Overall remote service	#1
Remote service commitments met	#1

* Overall satisfaction with service performance was rated as a 7, 8, 9, or 10 on a 1–10 scale. IMV Survey Jan–Dec 2013.

We take care of your systems, so you can take care of your patients

The success of your organization depends on people. Philips services are designed with that in mind – creating healing environments, developing your staff, and improving your organization’s performance. Depend on us. The services, training and support we offer allow you to focus on what’s most important – your patients.

The company's highest marks are a compliment to service experts on site and to the resources at Philips US-based Customer Care Support Center. Each takes the company’s commitment to outstanding service as a personal call to action.



At Philips, **People focused, healthcare simplified** is more than a saying. It’s an assurance to you and your patients – to making every service experience an excellent experience.

Philips Customer Services is service that works for you. Call us at **888-647-4285**. www.philips.com/healthcare

About the ServiceTrak™ Survey

IMV Limited, based in Greenbelt, MD, is an independent healthcare research company with more than 20 years’ experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. Respondents are drawn from a randomized database of U.S. hospitals and imaging centers. The 2013 ServiceTrak Patient Monitoring Systems report is based on data collected from 717 U.S. respondents.

Please visit www.philips.us/rightfit



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www.philips.com/healthcare
healthcare@philips.com

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