

Simplify the way you work

Philips Remote Services

Downtime is not an option. Not in today's competitive healthcare environment. Not when you need to make the most of every resource. Not when your patients are relying on you to deliver the highest quality care when they need it most. An up and running system is essential to premium patient care.

Remote services are included with your RightFit Service Agreement, and can be an effective way to optimize system performance, increase uptime, and increase workflow efficiency.

Make the most of your systems

Philips Remote Services are designed to provide you with the remote technical and clinical services you need to:

- Maintain peak operating performance of your equipment
- Deliver uninterrupted patient care

Clinical and technical expertise

Identify, diagnose and resolve your most complex technical problems before they impact patient care with proactive, predictive and reactive support.

- Facilitate fast problem resolution and high system uptime
- Allow your system to deliver high-quality imaging
- Streamline workflow through timely application support needed to increase system usage

Our remote service engineers continuously analyze your equipment to monitor and proactively detect potential system issues and take the appropriate corrective action – without interrupting your busy schedule or inconveniencing your patients. Remote service engineers routinely pinpoint and resolve a potential issue even before you place a service call.

If an on-site visit is needed, Philips can provide a technical diagnosis and identify defective parts in advance, thereby delivering real-time diagnostic support to our field service engineers to speed repair and resolution.

Powerful network, strong security

Philips Healthcare understands that the present healthcare environment demands nothing short of strong security measures. Our Remote Services provide you with a comprehensive security infrastructure, employing stringent procedures and controls to protect your medical devices.

- Maintenance of ISO/IEC 27001 certification for an optimal information security management system
- Delivered using an advanced Virtual Private Network (VPN) or Secure Sockets Layer (SSL) over the internet
- Uses existing broadband internet connection and security features to align with HIPPA and NEMA guidelines

Get connected

Philips Remote Services links your Philips and non-Philips equipment to our Customer Care Solutions Center. Please contact your local Philips representative to learn how Philips Remote Services can help you increase uptime, save time and money, and enhance patient care.

PHILIPS



Issue

A Philips Brilliance CT scanner has sent a proactive monitoring alert for an unusually high temperature in the main detector system.

Result

The Philips Remote Service Engineer (RSE) has received this alert and has already investigated the issue using remote capability and troubleshooting. The Philips RSE is able to make a diagnosis as to the potential root cause of the issue, identify the parts that may be needed, and relay this information to the on-site Field Service Engineer (FSE) in real-time in order to accelerate the repair. The Philips FSE is able to secure the fan, preventing the detector system from overheating and avoiding a full replacement of the detector system. Excessive downtime and additional parts replacement is avoided.



Issue

A Philips engineer proactively monitors equipment alerts to troubleshoot and diagnose intermittent issues with the X-ray tube performance, signaling the need for investigation and possible replacement.

Result

The Philips Remote Service Engineer (RSE) troubleshoots and delivers a time-saving technical diagnosis that the on-site Philips Field Service Engineer (FSE) can use to initiate the fix. The Philips FSE notifies the customer that a tube replacement will be necessary in the near future and is able to schedule a service visit that minimizes the disruption to patient flow. The tube is shipped to the customer site, where a Philips FSE has coordinated arrival to make the part swap. Downtime is reduced and patient flow preserved.

What can be diagnosed remotely?

While capabilities for remote diagnosis vary by product and by model, most include the ability to:

- Monitor key system parameters critical to exceptional performance
- Proactively troubleshoot and diagnose potential system issues before they result in a customer call
- Accelerate repair times by relaying potential root-cause analysis to the on-site Philips Field Service Engineer and reducing downtime

What we see, what you see

If an alert is generated on your system, a Remote Service Engineer at the Philips Customer Care Solutions Center is automatically notified.

At your site

An alert message is generated on the system screen.
For example, "Liquid helium level is too low!"

At the Philips Customer Care Solutions Center

A message is received from your system and a service ticket is automatically created with essential information such as your facility name, system type and serial number, and detailed problem description. Upon receipt of this information, a Philips Remote Service Engineer immediately begins to diagnose, resolve, and if necessary, dispatch a Field Service Engineer to your site.

Please visit www.philips.com/remoteservices



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