



# Access to technology

Philips RightFit Software Maintenance Agreement Protection

**PHILIPS**  
sense and simplicity

# The right fit for maximizing your investment

A software maintenance agreement (SMA) provides superior support and allows your IntelliVue Information Systems and Patient Monitors to evolve with changes in your clinical informatics systems, your networks and your patient care environment.

Philips recognizes you have changing clinical needs and market demands. These demands may come from regulation, quality improvement, demographic changes, and more. To help address these changing market demands, we developed RightFit Protection, a Software Maintenance Agreement (SMA) designed to provide advanced technical and clinical support as well as the latest software for your IntelliVue systems and patient monitors. The new software maintenance agreement can help reduce the expense and complexity of purchasing and installing the latest software revisions

while helping you address market changes with the latest system software.

## **The tangible benefits of Philips RightFit Software Maintenance Agreement**

- 24 x 7 technical and application support
- Remote Access with Philips Remote Services
- New software revisions (upgrades)
- Installation services (technical and clinical)
- Direct connection to technical engineer
- Access to InCenter, Philips web-based support tool



## **Philips leads the industry in customer satisfaction**

Year after year, Philips Healthcare Patient Monitoring has been recognized for excellence according to independent IMV ServiceTrak™ surveys.<sup>1</sup> Customers have consistently ranked Philips #1 in Overall Manufacturing System Performance and Probability of Repurchase. In 2011, over 85% of Philips respondents were highly satisfied (rated Philips a 5 or a 6 on a 6 point scale) with Philips for Overall Manufacturer Performance and over 90% were highly satisfied with Philips for Overall Service Performance. The 2011 IMV ServiceTrak – Patient Monitoring Systems report surveyed over 1000 hospitals and is based on 25 attributes assessing satisfaction with manufacturer, system, and OEM service performance.

### Smoother upgrades

With a software maintenance agreement, select the appropriate upgrades and timing for your organization. Your SMA includes installation of the upgrade by a Philips service representative and go-live support for your clinical users. Coordinate with the Philips installation team and your staff for a smoother upgrade experience.

### Outstanding clinical performance

For patients that choose and rate healthcare facilities based on outcomes reporting, the latest application software may give you a competitive edge. A program that updates application software with new releases will decrease the impact and complexity of upgrades and the time required for user training. Consistent revisions across care units can also free clinicians from adjusting to different revisions when moving to another unit and allows them to focus on patient care.

### SMA Standard and Basic coverage

A software maintenance agreement may include either SMA Standard or SMA Basic coverage for software upgrades.

SMA Standard includes access to all new software upgrades as well as installation and go-live support, for each upgrade you choose to implement.

SMA Basic includes access to all new software upgrades, as well as up to two installations and go-live support for the upgrades you choose to implement. The Basic version is designed for customers that are looking for less frequent upgrades and lower cost.

Whether your needs include every upgrade or less frequent upgrades, Philips can provide you with the software maintenance agreement to support your clinical performance and investment goals.

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

### Philips RightFit Software Maintenance Agreement\*

	SMA Standard	SMA Basic
<b>Service delivery</b>		
Hours of phone coverage	24 x 7	24 x 7
Initial telephone response	2 hours	2 hours
<b>Remote services</b>		
Web based support	Included	Included
Technical telephone support	Included	Included
Clinician telephone support	Included	Included
Direct connect to technical engineer	Included	Included
Remote access and services	Included	Included
<b>New software upgrades**</b>		
Notification of new software releases	Included	Included
New software releases	Included	Included
Software upgrade installation	Included	2 per 5 year agreement
Go-live installation support	Included	2 per 5 year agreement
Release notes and user manual	Included	Included
<b>Parts</b>		
Parts coverage	Optional	Optional
Parts delivery	Priority	Priority
<b>On-site escalation</b>		
On-site response	Optional with 2nd response	Optional with 2nd response

\* Hardware modifications and upgrades are not included.

\*\* Software releases are provided on an in and when available basis. Releases include new software releases that are available during the term of the agreement.

These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. The specific features and options for your equipment are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.

Philips Customer Services is service that works for you.

Call our Customer Care Solutions Center at **800-722-9377**.

[www.philips.com/healthcare](http://www.philips.com/healthcare)



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How to reach us

[www.philips.com/healthcare](http://www.philips.com/healthcare)  
[healthcare@philips.com](mailto:healthcare@philips.com)

Asia

+49 7031 463 2254

Europe, Middle East, Africa

+49 7031 463 2254

Latin America

+55 11 2125 0744

North America

+1 425 487 7000

800 285 5585 (toll free, US only)

<sup>1</sup> ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company which has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.

Please visit [www.philips.us/RightFit](http://www.philips.us/RightFit)



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