



**PHILIPS**

*RightFit*

Service Agreements



# Customer service solutions designed around you

Delivering a quality patient experience. Improving clinical outcomes. Managing the rising costs of care. Everyday hospitals like yours are faced with challenges like these. That's why it's so important to choose the right service partner – one dedicated to delivering the support you need to achieve your clinical, operational, and financial goals.

Philips offers you a broad and deep portfolio of services to keep your imaging systems and medical equipment up and running, your staff up to speed, and your organization on track. Our flexible service agreements, expansive clinical education and training, and financial support programs help you do more with less. So you can make the most of your resources and maximize the value of your investments. Philips customer service solutions are just right – for you.

“Working with Philips was transformational. It helped us to look at taking care of patients in a way we’ve never done before.”

**Amy Hoey**  
Chief Nursing Officer  
Lowell General Hospital

# Flexibility:

## service options to meet changing needs

Do you need immediate response to keep your imaging systems, patient monitors, and medical equipment performing at full capacity? Or are you focused on driving down the cost of service? No matter what your strategic priorities, Philips has a flexible customer service program to match.

### RightFit Service Agreements

Our portfolio includes a comprehensive range of options – from full-service agreements with a 99% uptime guarantee to those offering extended service hours, strategic parts coverage, shared-service with your in-house staff, and a-la-carte parts purchasing.

We also offer special service agreements targeted at specific modalities like ultrasound, custom onsite services for biomedical support, and multi-vendor services for all your medical systems – including those from manufacturers other than Philips.

“We’ve got a level of satisfaction and trust in Philips that’s second to none.”

**Jack Retzlaff**

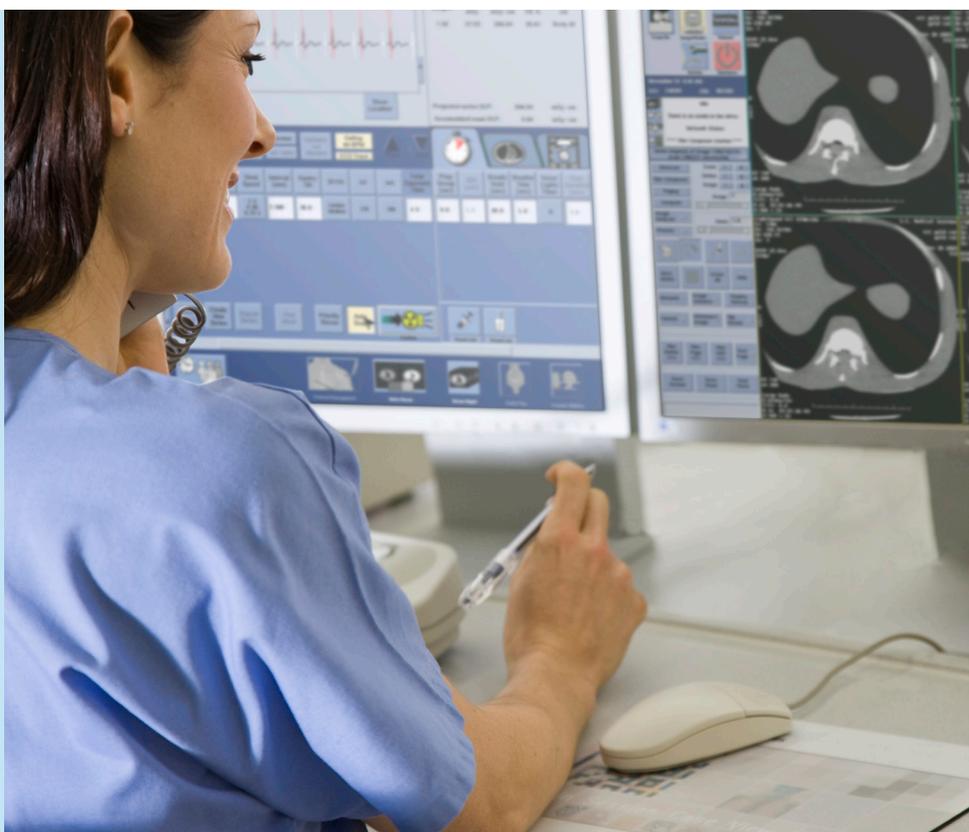
Radiology Director, Medical Center of the Rockies

### Other support programs include:

- **Transition Assist** makes it easy to move between one RightFit Service Agreement and another as your needs change. Go from full coverage to shared service without any penalties.
- **Master Service Agreements** simplify administration and control costs by providing a single agreement across multiple locations to enhance efficiency and streamline service delivery.
- **Software Maintenance Agreements** provide the highest level of support for our patient monitoring solutions, while reducing the expense and complexity of upgrade planning.
- **Clinical Performance Agreements** deliver a highly flexible variety of clinical services that can be customized to meet your specific short and long-term patient monitoring goals.

## Customer Care and Remote Support: there when you need us

Every Philips RightFit Service Agreement includes direct access to our USA-based Customer Care Solutions Center – 24/7/365. Our Remote Service engineers can help identify, diagnose, and solve your most complex technical and clinical problems – often before they impact patient care.



# Value:

## making the most of your investment

Develop your staff, increase system performance, and meet your organization's economical challenges with our customer support programs.

### Education and training

Choose from the industry's most comprehensive offering of advanced learning opportunities. With more than 1500 training activities offered online, at your facility, or at a Philips training center, clinicians and engineers have access to courses that enhance operational efficiency and quality of care. Many courses for clinicians provide educational credits needed to maintain their credentials.

- **Lifecycle Solutions** further enhance the performance of your imaging systems. For example, Philips conducts power testing to evaluate the performance of all your MRI, CT, and vascular labs.
- **Value Added Services (VAS)** help you optimize your patient monitoring environment. VAS includes everything from developing patient viewing solutions to designing and implementing your wireless clinical network.

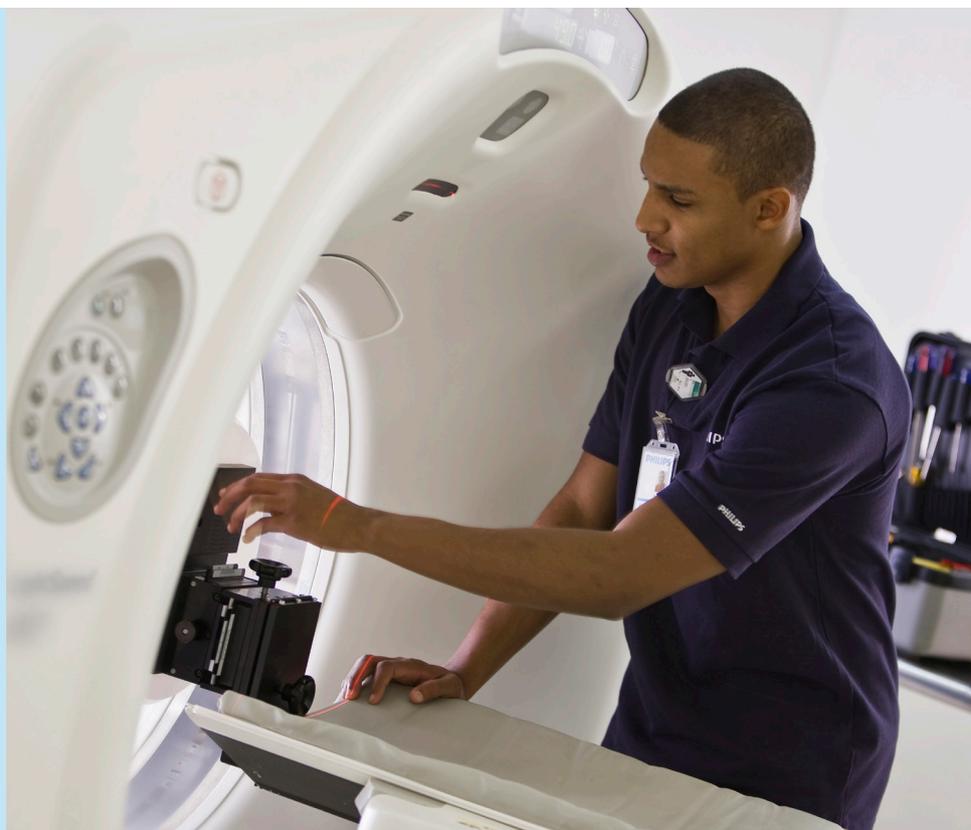
### Financial value

Balancing budgets is a priority for every healthcare organization and Philips offers a number of programs to help manage the cost of service.

- **RightFit Flex Pools** enable you to balance risk across your enterprise with funds that can be applied toward parts, labor, clinical and technical training, accessories and other services. Or, opt for event-based pools to pre-purchase specific strategic parts at a deep discount.
- **ProPlus** rewards you with flexible financing solutions across all service agreements, simple administration, and economic pricing.
- **Image+** offers you parts, service, and training discounts through a volume-based purchasing rewards program. This program gives robust in-house teams access to high-quality parts and support without a service contract.

## Philips Multi-Vendor: one service provider, one solution – yours

Looking for a simple, reliable, and cost-effective way to support all your imaging and medical systems – no matter who makes them? Philips Multi-Vendor solutions provide you with quality service, expert technical assistance, and certified parts for your Philips and non-Philips systems – all from a single source.



# Relationship:

## working with you to drive success

When you choose Philips as your service provider, it's the beginning of a trusted relationship built on a track record of proven performance.

### A history of exceptional support

- Philips was ranked #1 in overall service performance for patent monitoring, imaging systems, and ultrasound in the most recent IMV ServiceTrak™ survey. Plus, we were #1 in remote service, current service arrangements meets needs, OEM preventive maintenance, and more.<sup>1</sup>
  - More than 2000 Field Service and Remote Service Engineers – with an average of more than 15 years' experience – have the clinical knowledge and technical skills to handle your most complex service challenges.
  - Consulting services help you take advantage of your technology investments to improve productivity, reduce costs, grow revenue, and deliver quality patient care. So you can achieve your clinical, financial, and operational goals.
- Connect with over 17,000 Philips users through NetForum, an online community where you can exchange best practices and clinical knowledge. Explore clinical case studies, applications tips, white papers, peer-to-peer training opportunities, and more.

“We’ve had a long-standing relationship with Philips, so I think they bring value every day to our patients and to our staff. It’s those niceties that we’re seeing by using Philips services.”

**Justin Swoboda**

Capital Portfolio Manager  
Sanford Health, Sioux Falls, SD



### Make the right choice

Discover the rewards of choosing Philips for imaging, patient monitoring, and ultrasound system support. For more information or to meet with a Philips representative, call **1-800-229-6417**. Or explore our expansive range of service options at [www.philips.us/rightfit](http://www.philips.us/rightfit).

1. Based upon results from the 2013 and 2014 IMV ServiceTrak Surveys for All Imaging Systems, All Systems, and Patient Monitoring Systems.

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