



# Philips RightFit Service Agreements

For outstanding Patient Monitoring performance

**PHILIPS**  
sense and simplicity

# Services – A full lifecycle solution

Philips RightFit Service Agreements address your need for a range of service offerings in today's mission-critical healthcare environment. When you purchase monitoring equipment, you expect outstanding clinical performance, an excellent return on your investment and a low cost of ownership.

	Service delivery		Remote services			
	Hours of phone coverage (24 x 7)	Initial telephone response (2 hours)	Web based support	Technical telephone support	Clinician telephone support	Direct connect to technical engineer
<b>Protection</b> (Software Maintenance Agreement Standard)	Included	Included	Included	Included	Included	Included
<b>Protection</b> (Software Maintenance Agreement Basic)	Included	Included	Included	Included	Included	Included
<b>Value</b>	Included	Included	Included	Included	Included	Included
<b>Support Parts</b>	Included	Included	Included	Included	Included	Included
<b>Support Exchange</b>	Included	Included	Included	Included	Included	Included
<b>Support Bench</b>	Included	Included	Included	Included	Included	Included
<b>Assist</b>	Included	Included	Included	Included	Included	Included

Compare the features offered by Philips RightFit Service Agreements and see for yourself how a Philips service agreement can keep you up and running with outstanding performance.

**Services – A full lifecycle solution**

The success of your organization depends on people. Philips RightFit Service Agreements are designed with that in mind – supporting healing environments, developing your staff, enhancing 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 Customer Services is service that works for you. Call us at **888-647-4285**.

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

**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.

Remote access, diagnosis and repair	Strategic parts	Parts coverage	Parts delivery	On-site delivery	On-site response	Overtime labor and travel rates	Upgrades	Access to all new software releases	Installation for new software releases	Go-live clinical installation support	Preventative maintenance (Performance assurance)
Included		Optional	Priority		Optional 2nd response**	Preferred rates		Included	Included	Included	
Included		Optional	Priority		Optional 2nd response**	Preferred rates		Included	Up to 2 installations	Up to 2 installations	
		Included	Priority		Next business day	Preferred rates					Optional
		Included	Priority		Optional 2nd response**	Preferred rates					
		Included	Priority								
		Included	Priority								Optional
		Discount*	Priority								

\* Discount is determined at purchase of agreement and is applied to each transactional part purchase under agreement.

\*\* 2nd response is 8 AM - 5 PM, Monday to Friday excluding Philips holidays.

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<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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