



**PHILIPS**

Co-Op Club

Service agreement

# Flexible service solutions, designed by **you**

Co-Op Club service agreement for Patient Care and Monitoring Solutions (PCMS)

Designed by you, a Philips Co-Op Club service agreement combines Philips genuine parts and labor with the strengths of your in-house service organization to create flexible service solutions for our most demanding customers.

# Design your PCMS services around your needs

Philips recognizes you have changing 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 the PCMS Co-Op Club service agreement. Your Philips service representative will work with you to structure a service agreement that is customized to meet your needs, including parts, labor, training, and remote technical support.

A Co-Op Club agreement is a cooperative approach to service that supports your goals of making the most of your in-house service organization. Co-Op Club agreements better prepare and assist in-house service teams to take greater advantage of this partnership agreement with biomedical training, InCenter access and 24 x 7 remote technical assistance.

A Co-Op Club agreement eliminates the necessity for individual purchase orders every time you require a part or on-site support. Our goal is to support you by making it easy to obtain the services you need, whenever you need them, 24 x 7.

## Select the options that best serve your needs

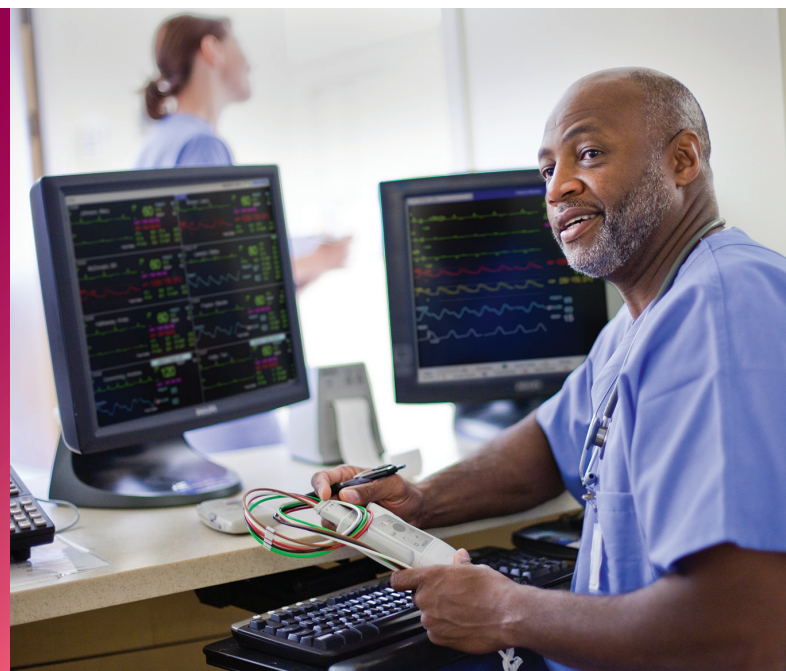
Your Co-Op Club Agreement includes Philips parts and labor “bank” concept that allows you to define and purchase parts and on-site Philips service in a convenient and simple way.

With your Co-Op Club Agreement, you also get:

- Vouchers for biomedical technical training
- 24 x 7 web-based access to the most up-to-date product support including:
  - Comprehensive service documentation
  - Update and upgrade information
  - Service bulletins
- 24 x 7 technical phone support
- Rapid response to your parts and labor needs
- 24 x 7 including weekends
- Priority parts delivery, including expedited weekend delivery

## Philips leads the industry in service performance

Once again, 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 Service Performance. In 2014, Philips Patient Monitoring was rated #1 in Overall OEM Service Performance for the twelfth time in the sixteen years this independent research has been conducted. In fact, 100% of Philips respondents are highly satisfied or satisfied with their overall service performance. We also scored a #1 rating for overall manufacturer performance, as well as other equipment attributes.



## Philips Co-Op Club Protection

### Patient Care and Monitoring Service

Service coverage	Included
Standard hours of on-site labor coverage	Included
Extended hours of on-site labor coverage	Included
Priority phone response	Included
Priority parts delivery (fastest delivery available)	Included
Co-Op Club account balance (for parts and/or labor at pre-set levels)	Included

### Training and support

Biomedical training vouchers	Included
Clinical application telephone support	Included
Technical telephone support	Included
Web-based product information (InCenter)	Included

<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.



## Count on us as your patients count on you

Staying on top of today's complex and ever-changing healthcare environment is challenging enough. The last thing you need to worry about is keeping your care systems up and running smoothly. At Philips, we work as one with your teams. We share their dedication to solve issues before they happen, and their drive to keep going day and night until the job is done.

We look beyond technology to the experiences of your teams and patients to unlock insights and meet their expectations. Our full set of services adapt to your particular needs across the entire patient care journey – from diagnosis to treatment,

from therapy to recovery. Proactive remote monitoring and services are utilized to minimize downtime and increase system availability. We also design our service agreements to flexibly match your requirements now and in the future, and can cover equipment provided by others as well as Philips. Plus, we can partner with you to help control risk through adaptive business models such as managed maintenance services.

By teaming up with us to care of your systems you can worry about what really matters – delivering better care, to more people, at lower cost. Together, we can create a healthier future.

**Philips Customer Services is service that works for you. Call our Customer Care Solutions Center at 800-722-9377.**

