



PHILIPS

Customer services

Diagnostic imaging

Earning your **trust** every day

You ranked Philips **#1** – four years running

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you?

Recent results from the independent 2016 IMV ServiceTrak™ survey on imaging systems give additional insight about how Philips is meeting customer needs and expectations. Customers again ranked Philips #1 in key service areas. These results are important to us because they're important to you, demonstrating the value Philips brings to you and your patients every day.

We put our experience, expertise, and commitment to work for you to help you get the most from your Philips imaging systems every day. Today's demanding healthcare environment means you need to do more with less. We're rising to meet those challenges with you, with adaptable solutions such as RightFit Service Agreements that deliver the flexibility and value you look for in a strong service relationship.

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. Together, we can create a healthier future.



IMV ServiceTrak™
Study

We bring **value** to you so you can bring value to patients

Philips ranked #1 in these performance areas, four years in a row

Satisfaction with service and support

Overall service performance	#1
Service follow-up	#1

Satisfaction with service engineer

Overall service engineer performance	#1
Timeliness of phone response by engineer	#1
Effective troubleshooting by engineer	#1
Timeliness of engineer arrival on-site	#1
Degree commitments met by engineer	#1
Competence of engineer	#1
Attitude of engineer	#1

Satisfaction with manufacturer

Effective communication and coordination of install team	#1
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Philips also ranks highest in these areas

Satisfaction with service and support

Current service arrangement meets needs	#1
OEM preventative maintenance program	#1
Effective escalation by service team	#1

Satisfaction with sales performance

Overall sales performance	#1
Timely phone response by sales	#1
Knowledge of products by sales personnel	#1
Degree commitments met by sales	#1

Satisfaction with manufacturer and system performance

Overall OEM training program	#1
Image quality meets expectations	#1
System installation process	#1
Competence of install team	#1
Value of system upgrades	#1

Satisfaction with clinical applications performance

Overall clinical support	#1
Ability to resolve clinical issues	#1
Knowledge of clinical specialists	#1

Philips ranked #1 in cardiovascular service

For the second year in a row, Philips' dedication to distinctive service and system performance is recognized by 2016 IMV ServiceTrak with #1 rankings across 28 cardiovascular categories.*

*Based on data from 2016 IMV ServiceTrak X-Ray Cardiovascular Systems survey



About the ServiceTrak™ survey

IMV Limited is an independent healthcare research company with more than 20 years of experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak™ is one of the most recognized and trusted benchmark studies in the healthcare industry. Participants are drawn from a randomized database of US hospitals and imaging centers. The 2016 ServiceTrak Imaging All Systems report is based on the feedback of respondents using approximately 5,733 imaging systems including ultrasound.



Philips customer services is service that works for you. Visit www.philips.com/commitment

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www.philips.com/healthcare
healthcare@philips.com

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