



**PHILIPS**

Customer  
Services Portal

“Philips Customer Services Portal helps us to have our equipment in peak working condition with less downtime for our patients.”

**Sue Gillon, Service Delivery Coordinator,  
Queensland X-Ray, Australia**

# Discover your 24/7 service management platform

Looking to drive better performance of your Philips (and multi-vendor) fleet across modalities? Meet Philips Customer Services Portal, our helpful service management platform to manage and track your KPIs, keep your systems up to date and under control.

Created to help you manage and optimize your fleet and service, system and case status to stay on top of your service performance, uptime and utilization, Customer Services Portal is your online platform for self managing your system requirements. Log in from anywhere, anytime and drive improved performance of your fleet across modalities.

## One service management portal designed and optimized for your needs

It has never been quicker and easier to identify systems requiring attention, schedule maintenance, find contracts, search and upload documentation and work reports and request service or support. Intuitive to use and updated regularly with new features, use your Customer Services Portal to:



Manage your entire fleet and system needs 24/7 in one place.



Plan and manage maintenance, schedule visits and analyze, track and manage service performance and your system's health.



Register digital cases quickly and easily and find case reports, manuals, contracts and warranties across all modalities.



Add or remove products from your fleet overview, easy set, track and favourite installed products as well as view the end-of-life status of your products.

## Self-service excellence anytime, anywhere



Create and manage cases



Manage Philips and multi-vendor products



View reporting and analytics



View contracts by modality, location or type

### Ready to get started?

Keen to learn more about Customer Services Portal? Familiarize yourself with the benefits and start seeing the difference today by opting for one of our easy start packages:

#### Request an account

Visit [www.philips.com/customer-services-portal](http://www.philips.com/customer-services-portal) to request your portal account and watch our demo.

#### Access via our mobile version

Once you've got an account, you'll also be able to access the portal via your smartphone. It's a 'lite' version so doesn't have all of the features but is a handy option for key services such as case creation or if you're on the move. Simply scan the QR code with your phone's camera to start the set up.



#### And remember, we're here to help

If you have any questions or need any further information, don't hesitate to contact your Philips service engineer or service account manager. Customer Services Portal is solely designed to ensure that you get the very best service, support and information you need.

### Join other satisfied customers

**>74%**

of users agree Customer Services Portal makes it easier to work with Philips\*

**23,000+**

Customer Service Portal users

**>500**

new users join Customer Services Portal monthly

**24/7**

access guaranteed

\*Philips Customer Services Portal NPS Survey

© 2023 Koninklijke Philips N.V. All rights reserved. Specifications are subject to change without notice. Trademarks are the property of Koninklijke Philips N.V. or their respective owners.

4522 991 83781 \* OCT 2023



**How to reach us**  
Please visit [www.philips.com/customer-services-portal](http://www.philips.com/customer-services-portal)