

PHILIPS

Ultrasound
Services



A lifetime of value
Unlocking the full potential
of your systems



Smarter solutions maximize your ultrasound investment

Higher patient loads, staffing shortages and increasing operational complexity due to additional care settings mean that you need technology to not only keep up with you, but to help you advance. Philips Ultrasound Services provide the operational intelligence that allows you to unlock the full potential of your people, your technology and your organization so that you can focus on what matters: providing excellent patient care.

Do these challenges look familiar?

Addressing staff shortages, burnout and the need to retain quality staff



Minimizing impact to patients through customizable, proactive maintenance

Safeguarding data security and privacy



Enhancing total cost of ownership, clinical and operational workflow across sites

Assuring data availability, integration and interoperability



Standardizing quality of care across different ultrasound platforms

A lifecycle ecosystem approach delivers more

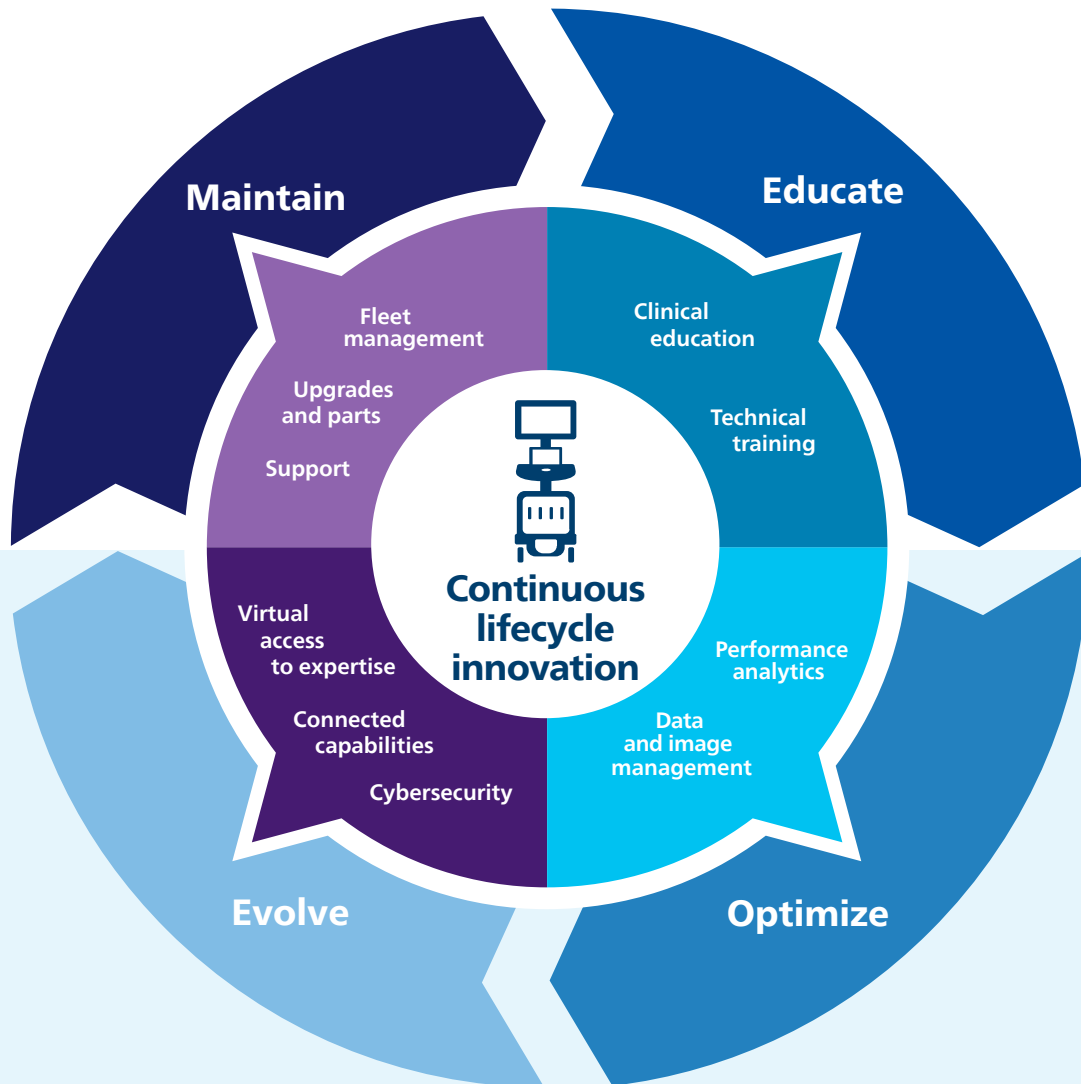
We partner with you across the lifetime of your system to help you realize more lasting value from your technology investments while empowering the human connections that elevate the overall healthcare experience. We're dedicated to supporting you in creating a positive environment for patients, staff and referring physicians.

// With Philips, what we have is a trusted, very long-term relationship where there is actually a shared purpose, a shared mission.”¹

Dr. Ben Widaja, President Director – Mandaya Hospital Group, Jakarta, Indonesia

We're with you at every step

Philips Ultrasound Services are there for you throughout your imaging system's lifetime, from planning to replacement, helping you get the most value from your ultrasound investment.



“ Our long-term strategic partnership with Philips has helped us assess the lifecycle of assets across our entire enterprise and know when it's time to bring in new technologies, bring in new ways to improve the efficiency of our imaging departments, know how to better streamline workflows – and they've also brought in operational management experts and engineers.”

Charlie Miceli, Network Vice President, Chief Supply Chain Officer
University of Vermont Health Network, Burlington, VT, USA

Envision the future of maintenance... today

Medical equipment is a sophisticated and vital asset that needs to be fully utilized and maintained – affordably. With Philips, the new dawn of maintenance services is already here. Services of the future aren't just about reducing downtime, they're about allowing healthcare systems to make full – and evolving – use of their sophisticated equipment and technology investments, supported by flexible, customer-focused service agreements exactly when and how they want it.



Future-forward, tailor-made service agreements to keep your equipment up and running

We work with your teams when you need us to keep your systems running smoothly, and we partner with you for your ongoing success, including flexible RightFit service agreements and advanced image management.

Direct support contracts					In-house support contracts	
Protection	Primary	Select	Value	Value PM	Cooperation	Remote-only
Peace of mind from strong system coverage	Maintenance support to keep your operations running smoothly	Perfect balance between system availability and budget	Practical maintenance solution to meet your organizational priorities	For those who prioritize their planned maintenance activities	Partnering up to augment your in-house team with OEM expertise	Remote on-demand support for your in-house biomedical team
Comprehensive coverage	Medium coverage		Low coverage		Medium to comprehensive coverage	Low coverage

Protecting your systems and your productivity

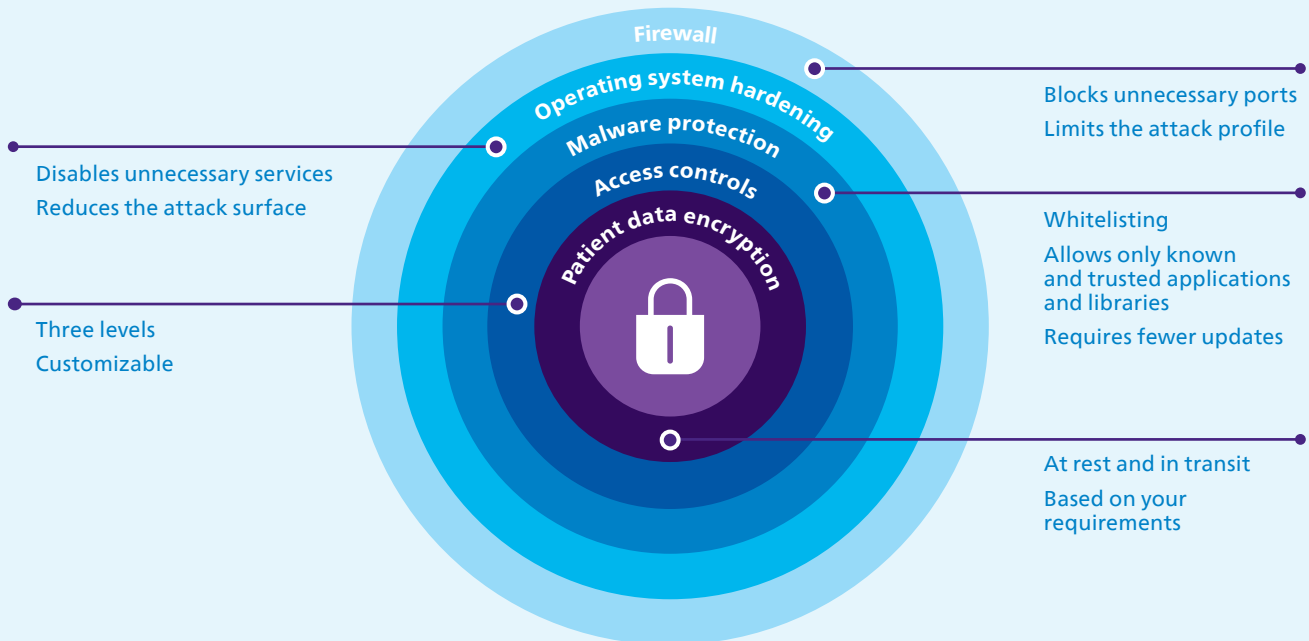
Helping you make the most of every day

An expert partner is key for fast, confident and proactive responses to resolve equipment downtime. Look for a partner who will share the risk and offers flexible service agreements alongside education and financial support tailor-made for your needs.



Powerful defense-in-depth security

Philips ultrasound systems are designed from the start to offer both data security and clinical capability.



// We need a strategic partner who takes care of our equipment completely. The comprehensive agreement with Philips offers us an economy of scale and reduces the risk of equipment downtime.”¹

Dr. Ahmet Arslantas, Medical Director – OFM Antalya Hospital, Antalya, Turkey

Continuous learning is essential to healthcare

As we accelerate through our digital transformation, the importance of the people behind the technology can sometimes be forgotten. And yet, the best technological solutions won't have the intended impact if the people operating them haven't been taught how to use them to achieve effective outcomes. Continuous learning helps develop and maintain a well-qualified team.

Educate to stay ahead

Stakeholders who invest in the right mix of skills can help accelerate digital transformation while achieving a happy, motivated workforce. As always, learning isn't just nice to have. It's essential to effective care.

Count on a range of in-person, offsite and online education opportunities that deliver meaningful results in today's dynamic healthcare environment.

Why learn at Philips?

Relevant, with role- and competency-based programs



Many programs are organized around role-based competencies to help you and your staff be more effective and efficient in their roles. Philips learning paths can be customized to bypass topics already familiar to the learner.

Outcomes-driven



We continually measure the effectiveness of our training programs in terms of enhanced learner knowledge, enhanced workflow, competencies achieved and other factors that may contribute to patient care.

Knowledgeable, expert instructors



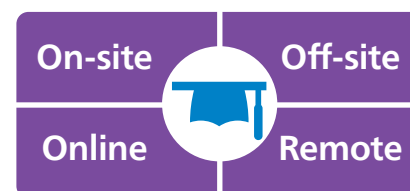
All of our education programs are delivered by our knowledgeable and highly professional education specialists and instructors located around the world, allowing learners to access education in their own languages and tailored to their local requirements.

Training designed for your success

Our comprehensive education is designed to support clinical excellence, maximize use of advanced system features and capabilities, instill physician confidence in the quality of exams, streamline workflow and productivity, and foster professional growth and teamwork.

World-class technical training

Philips Academy provides world-class technical training for biomedical in-house engineering teams that focuses on real-world system maintenance using live systems and conducted by industry-leading instructors.



“ We can't care for patients properly if we don't invest in the health of our professionals. This means also committing to feeding their minds. A healthy workforce is essential to enabling healthy populations.”¹

World Health Organization, Geneva, Switzerland

Keep your ultrasound systems state of the art

Achieve peace of mind through structured upgrades

With the Ultrasound Technology Maximizer program, you automatically receive updated innovations for your systems as they are released, keeping systems at the leading edge of clinical and operational value, and facilitating standardization across your fleet.

Philips Technology Maximizer Essential

Philips ultrasound systems offer many advanced features from the start. With Technology Maximizer Essential, as we keep innovating, you keep gaining valuable upgrades over time – and at lower cost than purchasing the upgrades separately. The program has a history of regularly and reliably delivering technology enhancements to Philips EPIQ and Affiniti ultrasound systems to keep you moving ahead.⁶

Philips Technology Maximizer Plus*

Includes a one-time hardware upgrade for your EPIQ ultrasound system. With Technology Maximizer Plus, we will bring your ultrasound system's hardware to our current configuration, and as we keep innovating, you'll keep gaining valuable software upgrades as they are released. You'll also receive discounts on select clinical applications.

86%

of customers consider the **Technology Maximizer program** to be relevant for overcoming key hospital limitations – staying competitive, addressing staff satisfaction and ensuring cybersecurity.⁷

Advance with smart investments in platform evolution

Today's versatile, sustainable and future-ready platforms deliver more value now and in the future through smart upgradeability design. Progress to a modern, modular design that allows for continuous innovation, enhanced reliability and low total cost of ownership.

Maintain high-quality performance over the long term through regular and ongoing updates and improvements. Enhance or expand your clinical capabilities and workflow efficiency and adopt new ways of working through added functionality, extending the lifetime of your equipment.

// We are moving away from simply replacing medical equipment after five or ten years, towards putting together packages or programs taking into account future developments, including updates, upgrades and partial technology replacements.”¹

Prof. Dr. Winfried A. Willinek, MD, Chairman
Department of Radiology, Neuroradiology, Sonography and Nuclear Medicine
Krankenhaus der Barmherzigen, Brüder Trier, Germany



Shorten the distance to diagnosis with tele-ultrasound

Philips Collaboration Live enhances diagnostic confidence

Users can quickly and securely talk, text, screen share and video stream directly from the ultrasound system to a PC, mobile device or ultrasound system, with remote device management and up to six users. Give patients access to your team's full expertise, regardless of location. Now systems can do more than scan.*

100%



patient satisfaction
with the quality of care
and service provided via
Collaboration Live⁸

100%



patients
would use
Collaboration Live
again⁸

**Total
savings
ROI
ratio of**



13.41⁸

* Requires release 7.0.5 or higher. Diagnostic use and remote access via mobile device or browser requires release 9.0 or higher. Multi-party and system to system connect require release 10.0 or higher.

“When on a screening ultrasound, something abnormal is identified, that patient doesn't want to wait two weeks ... they want to know about that immediately. And so, not only from a business aspect, but really to the bottom line of serving the patient best, that is why Collaboration Live is so important: immediately available, incredibly high-quality access to the patient and throughout your entire system.”¹

Michael S. Ruma, MD, MPH, FACOG
Perinatal Associates of New Mexico, Albuquerque, NM, USA

References

- 1 Results of customer testimonials are not predictive of results in other cases. Results in other cases may vary.
- 2 First Time Right percentage is an average based on a comparison of total remotely connected and non-remotely connected EPIQ and Affiniti ultrasound systems (n=5370) tracked for the month of December 2023.
- 3 Data shown is an average, based on the comparison between remotely connected and non-remotely connected systems.
- 4 Adapted from Mallouppas A, 1986. Background document for the WHO programme on maintenance and repair of hospital and medical equipment. WHO, Geneva, Switzerland, WHO/SHS/86.5
- 5 Technology Maximizer pricing on top of a comprehensive Philips Service Agreement.
- 6 Philips Technology Maximizer Essential timeline, 452299181981, April 2023.
- 7 GemSeek research commissioned by Philips, N=151 (USA).
- 8 A cost-savings analysis of a novel telemedicine tool compared to face-to-face obstetric ultrasound examinations in New Mexico, ISUOG 2021

