

A man in a blue shirt is presenting in front of a screen. The screen displays a list of metrics including Alarm Flood Load, Transient Alarm Load, Nuisance Limit Alarm Load, Alarm Durations, Alarm Silence Responsiveness, % Silenced Alarms to Total, % Paused Alarms to Total, Limit Alarm Frequency, and a Custom section with Default, Reporting, and sampletest. The Philips logo is in the top left corner.

**PHILIPS**

Patient Monitoring

Informatics Service Agreement

# Secure and flexible IT services for your patient monitoring solution

## Philips Patient Monitoring Informatics Service Agreement

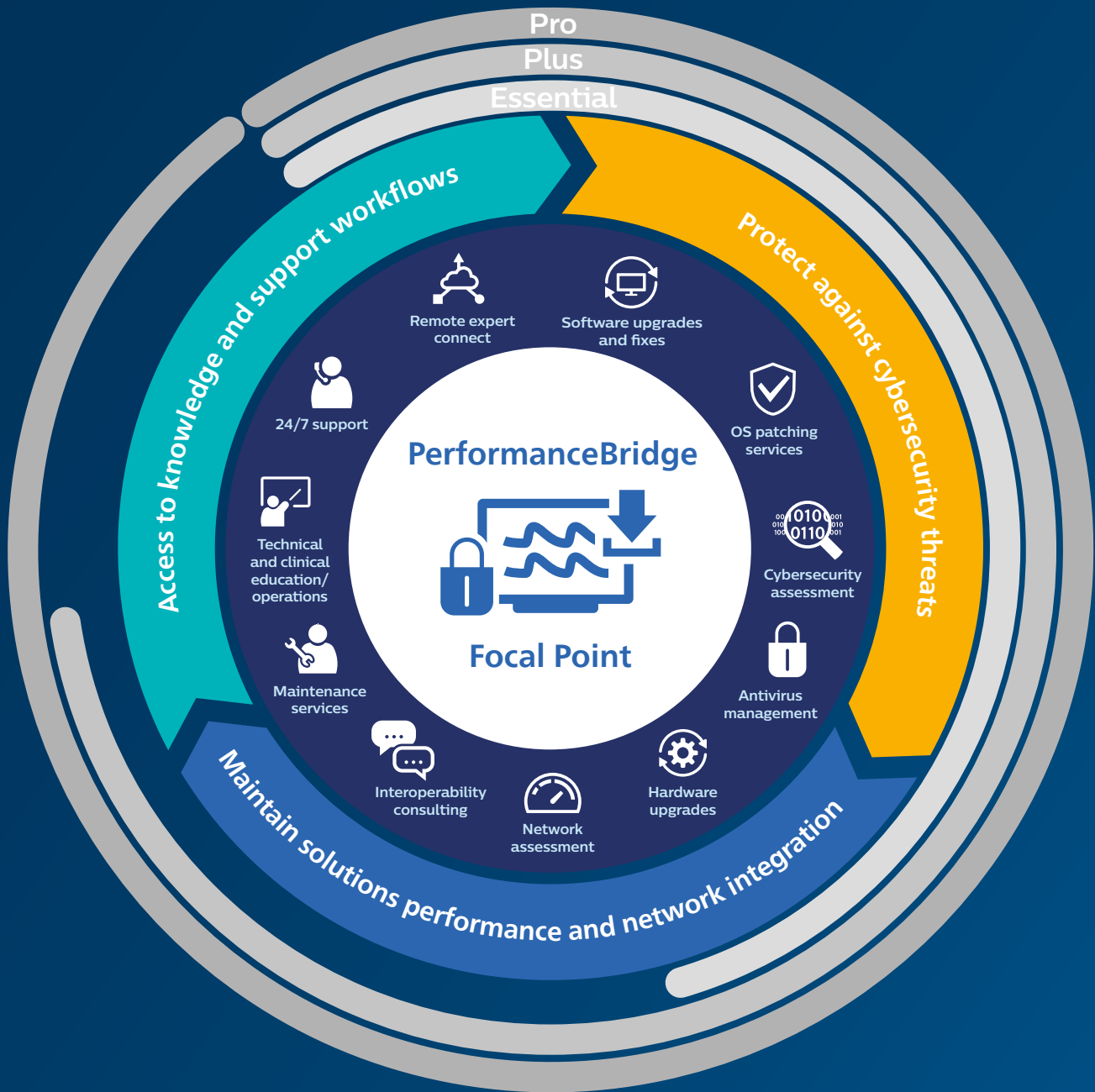
Patient monitoring technology continues to evolve at a rapid pace. As a healthcare provider, you must ensure that your clinical teams work with up-to-date hardware and software so that you can deliver the best possible quality of care. To provide a superior level of service, you need an enhanced monitoring technology that is safe, secure and reliable while protecting your patients and their data against emerging cybersecurity threats. Clinicians and their teams also need to learn and use these solutions right away so that they can focus on patient care.

You also need to streamline your operational workflow and access critical insights, while still ensuring that your investment meets your budget.

Helping you meet these goals and challenges, we offer the Patient Monitoring Informatics Service Agreement – a modular offering, where technology meets IT.

# A modular service offering

The Patient Monitoring Informatics Service Agreement is where technology meets IT – empowering you to focus on delivering outstanding care to your patients.





## Protect against cybersecurity threats

### Software upgrades and fixes

- Software upgrades for central station and/or patient monitors
- Latest software assures interoperability, compatibility and protection against cyber attacks

### OS patching services

- Controlled, semi-automated roll out of the latest security patches for the Microsoft™ operating system on PIC iX platform and IntelliBridge Enterprise
- Central management of OS patches eases pressure to manually identify and install fixes
- Service can be offered remotely, on-site or via self-support with PerformanceBridge Focal Point

### Hardware upgrades

- Offers PC and/or server refresh when required by software upgrades for the central station

### Antivirus management

- Philips Antivirus Management Services provide Philips patient monitoring customers with:
  - Malware detection through a Philips validated antivirus solution
  - Incident monitoring and remediation through the Philips Security Operation Center

### Cybersecurity assessment

- Gain insights about your patient monitoring system's recommended security baseline
- Assess how your patient monitoring implementation meets these recommendations
- Uncover possibilities to implement improvements / harden security



## Maintain solution performance and network integration

### Maintenance services

- Provide preventive and corrective maintenance based on your needs and available skills
- Range of maintenance coverage available
- Spare parts exchange option available

### Network assessment

- Structured approach to assessing your patient monitoring network for optimal performance
- May improve IT network performance to support and optimize clinical workflow

### Interoperability consulting

- Advanced integration support to keep your systems running smoothly using IntelliBridge Enterprise or your hospital broker
- Overcome the challenges of interoperability – with experts talking to experts



## Access knowledge and improve workflows

### Remote expert connect

- Remote care and assistance wherever and whenever needed
- Technical troubleshooting and support

### 24/7 support\*

- Technical troubleshooting and support whenever needed, remotely or on-site

### Technical and clinical education/operations

- Technical and practical support with go-live
- Bring your systems – and clinical teams – up to speed quickly and efficiently, with targeted professional support
- Training provided at training facilities, on-site, or remotely
- Technical and clinical consulting available to assess and improve your workflows

\*Support services vary by country. Please check with your Philips representative for complete portfolio availability.

# Real-time insights for optimized operations – with Philips PerformanceBridge Focal Point

At the heart of our secure and flexible IT services for your patient monitoring solution is Focal Point. Biomedical engineers and IT managers across hospitals globally face increasing demands to maintain complex healthcare systems while ensuring patient safety and minimizing downtime. Focal Point is designed to address these challenges head-on, providing the insights and tools necessary to manage and optimize healthcare systems effectively.

From monitoring to strategic business analytics, Focal Point empowers your team to make informed decisions that can enhance system health and drive efficiency.

Focal Point offers centralized operational management of your Philips products, giving you visibility into your inventory, security, status, and performance. No more juggling multiple systems or manually tracking device status – Focal Point puts everything you need in one place. Stay ahead with real-time alerts and key performance indicators that allow you to monitor and enhance Philips product performance efficiently.

## Focal Point delivers:

**Visibility into your Philips product inventory:** Track and manage your devices effectively

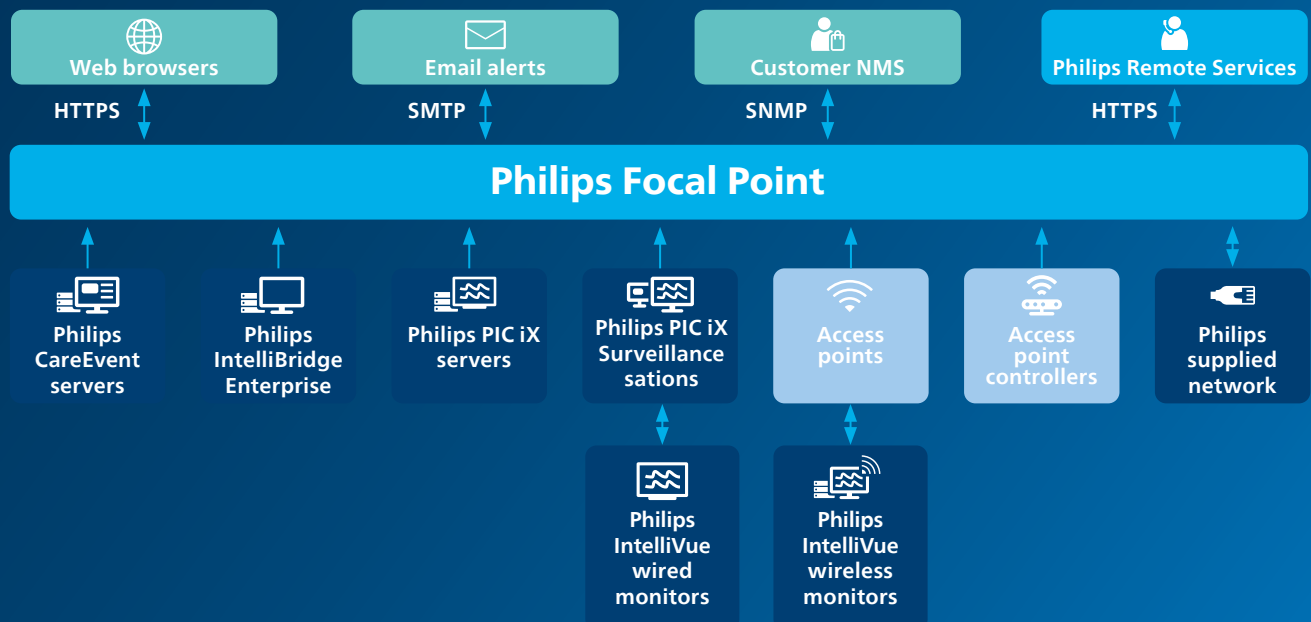
**Security and performance monitoring:** Ensure your Philips products are secure and performing optimally.

**Proactive alerts:** Receive notification of critical issues before they affect operations.

**Central management of battery health:** Monitor and manage the battery health of your Philips devices.

**Up-to-date Philips software:** Ensure your systems are protected with the latest security patches.

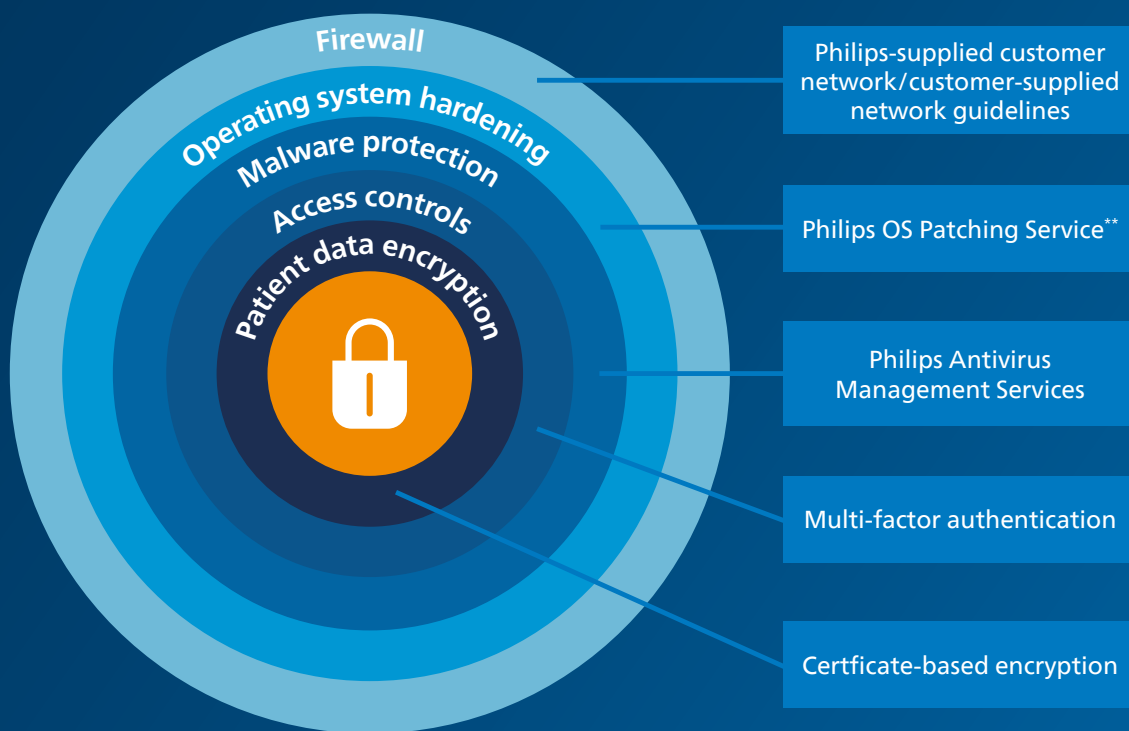
**OS patching services:** Roll out the latest OS security patches in a controlled and semi-automated way.



# Shield your systems against cyber threats

Given the scale of the potential threat of malware and cybercrime as a whole, it is vital to keep your facility, medical equipment and data fully protected to help ensure the availability, confidentiality and integrity of data and hence patient safety. There is no one single way to provide cybersecurity for your patient monitoring devices. That's why experts recommend an in-depth, multi-layer approach. Following best practices, each of these defensive layers plays an important role in helping obstruct hackers, defend against malware and prevent unauthorized access of medical devices.

## Our defense-in-depth strategy



Ransomware and hacking are the primary cyber threats in healthcare.<sup>1</sup> Cyber attacks aimed to disrupt clinical operations are continually in the news for disrupting health care and billing information operations.



According to a recent study, **95% of medium and large sized hospitals** say they're operating with end-of-life operating systems or software with known vulnerabilities.<sup>2</sup>



Over the past five years, there has been a **256% increase in large breaches** reported to the U.S. Department of Health and Human Services involving hacking and a **264% increase in ransomware**.<sup>1</sup>

<sup>1</sup> Affairs (ASPA) AS for P. HHS Office for Civil Rights Issues Letter and Opens Investigation of Change Healthcare Cyberattack. [www.hhs.gov](https://www.hhs.gov). Published March 13, 2024. <https://www.hhs.gov/about/news/2024/03/13/hhs-office-civil-rights-issues-letter-opens-investigation-change-healthcare-cyberattack.html>

<sup>2</sup> HHS 405(d). Hhs.gov. Published 2024. <https://405d.hhs.gov/Documents/405d-hospital-resiliency-analysis.pdf>

\*\*Available for PIC iX and IntelliBridge Enterprise

# Connect with our support team and engineers – with the user-friendly Customer Services Portal

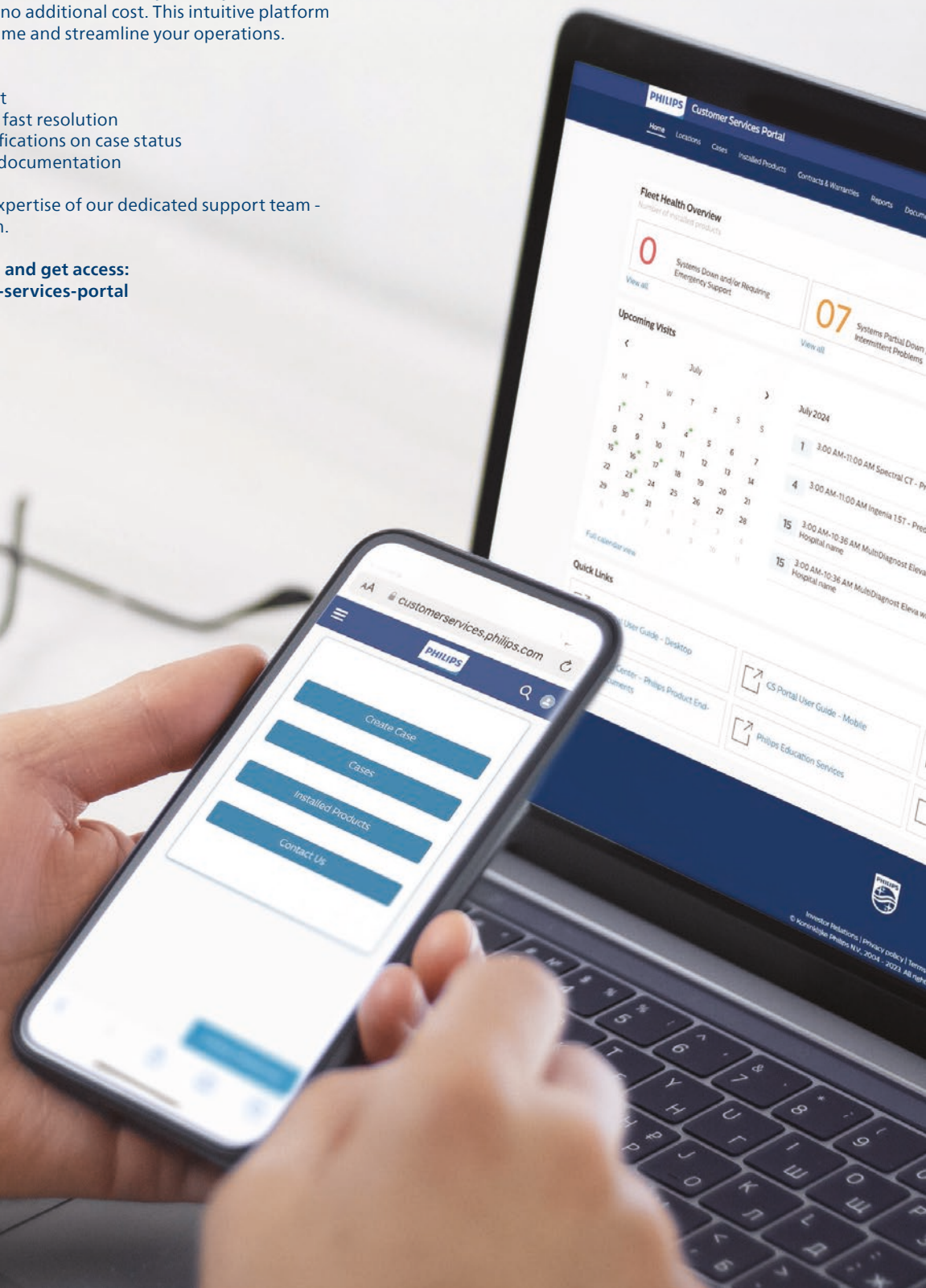
Introducing the Philips Customer Services Portal: your easy-to-use self-service tool, available 24/7 at no additional cost. This intuitive platform is designed to help save you time and streamline your operations.

## Key Features

- Request services and support
- Upload pictures and files for fast resolution
- View, track, and receive notifications on case status
- View and download service documentation

Enjoy fast callbacks and the expertise of our dedicated support team - all in one convenient platform.

Learn more about the portal and get access:  
[www.philips.com/customer-services-portal](http://www.philips.com/customer-services-portal)



# Extensive expertise and coverage to support you when and where you need it.

Philips has the size, experience and expertise to support you – both now and in the long term. In addition to our vast global network of remote services, our team of field service engineers is among the largest in the industry.



Remote services provided to  
**128** countries/  
territories worldwide



**7,700**  
field service engineers  
worldwide



Remote service connections  
**160,000+**  
customer systems



**100,000+**  
people trained every year



## Get in touch

### Interested to learn more?

Let's talk. Even better, let's collaborate. We'd love to help you apply our patient monitoring informatics services to help solve your maintenance challenges. To find out more about our Patient Monitoring Informatics Service Agreement, please contact your local Philips sales representative.



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**How to reach us**  
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