



PHILIPS

Flexible maintenance service agreements,
tailored to meet your operational needs

Philips Healthcare Operational Services



Count on us to maximize your equipment uptime

Every system matters, every second counts.

From diagnostic imaging — CT, MRI, ultrasound and diagnostic X-ray — to image-guided therapy systems, every piece of medical equipment is vital for delivering fast, reliable, and cost-effective care. And yet, managing large, complex fleets is a constant balancing act.

In order to prevent disruption in patient care, equipment must be maintained proactively and affordably. All of which makes choosing the right maintenance service agreement of increasing strategic importance to protect your investments. Philips offers expert service through flexible support plans, upgrades, education, and tailored services—all designed to keep your systems running smoothly to support you in delivering better care for more people.

Discover maintenance service agreements from Philips Healthcare Operational Services. Easy, flexible, smart, affordable service from the experts who know Philips products best.

Discover the new era of maintenance

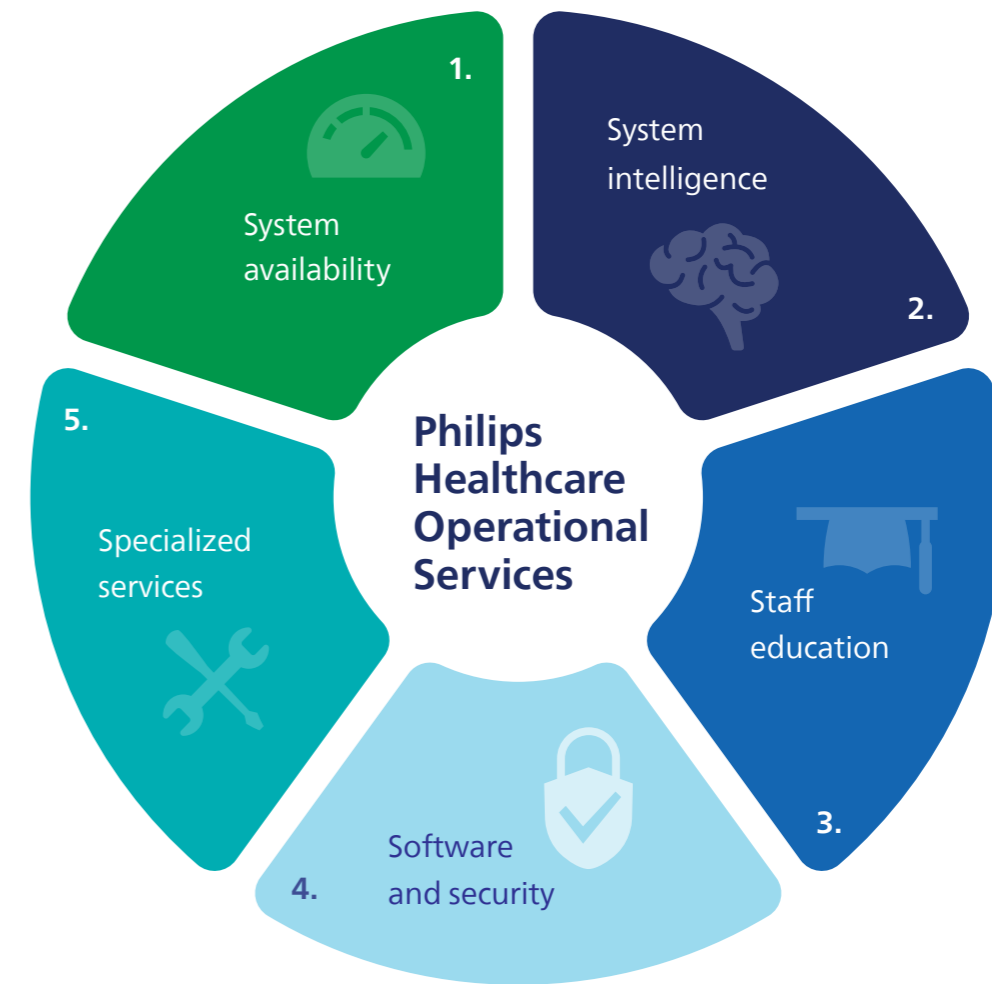
Designed for your workflow, ready for tomorrow

Maintenance service agreements should be customizable to your needs; consistently supporting you in driving uptime, optimizing total cost of ownership, keeping your fleet fully up-to-date and your staff trained to make full use of your equipment.

That's why our Philips Healthcare Operational Services agreements are designed to solve modern healthcare's five most critical operational needs yet can be built to your specification, including a range of optional value-added services and 24/7 access to our digital Customer Services Portal.

Our **system intelligence** and **system availability** expertise provides proactive and preventative repairs, remote issue resolution, risk-free access to critical original parts, and first-time right maintenance. Beyond this, additional software, security, and staff education services compound to enhance our end-to-end support.

Solving healthcare's 5 most critical operational needs



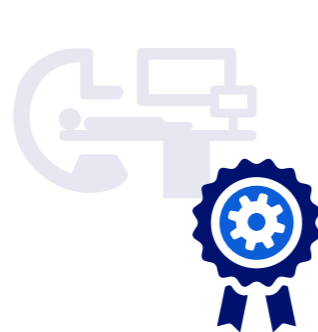
Key benefits



Uptime guarantee: Get faster diagnosis, troubleshooting and repairs via our advanced OEM capabilities.



Expert support: Count on our experienced engineers who know your systems best.



Quality assurance: Issues proactively addressed with original spare parts and service tools.



Total Cost of Ownership (TCO): Maximize investments with flexible lifecycle services.

We are committed to providing your organization with service that goes beyond reactive maintenance. We take a proactive and predictive approach to drive performance:

~88%

of corrective maintenance cases are fixed first-time right¹

~50%

of corrective maintenance cases are diagnosed and resolved remotely¹

~35%

of all cases are proactively detected by Philips, before customer notices the problem¹

24/7

access to Customer Services Portal

¹ Based on global Philips MR modality only data from Aug 2023 to Jul 2024 for remotely connected systems under service contract

Introducing Philips Healthcare Operational Services

Our service agreement portfolio comprises a range of flexible contracts designed for your needs. Choose the type of support that works best for you— fully rely on Philips with Direct support plans or enhance your in-house capabilities with our expert support and expertise available through In-house plans.



Choose the right Philips Healthcare Operational Services plans tailored to your needs:

Direct support plans

Direct support plans let you select and customize your support with confidence. Our Premium tier offers our most comprehensive service coverage, the Balanced tier offers reliable performance within available budget, and the Essential tier covers your core maintenance needs.

All plans are flexible and can be enhanced with value-added services—many customers choose to include Technology Maximizer for ongoing system upgrades and Clinical Education to keep staff skilled and confident.

Comprehensive coverage

Medium coverage

Basic coverage

Premium Plus	Balanced Plus	Essential Plus
Premium	Balanced	Essential

In-house plans

Our In-house plans are designed to complement your biomedical teams—giving them the right level of support, training, and expertise from Philips. Whether you need on-demand remote assistance or want to strengthen your team with targeted support from our field service engineers, we're here to help you stay confident and in control.

Collaboration

Remote assistance

In-house Support	In-house Remote
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Value-added services

Staff education
Education days delivered by our clinical application experts

Software and security
Software and hardware upgrades with Technology Maximizer plans

Specialized services
Services for additional coverage and specialized support designed for your specific imaging and diagnostic systems



Direct support plans: Protect your investment with trusted Philips support

Our Direct support plans offer a range of maintenance solutions delivered to you by Philips experts, designed to maximize performance, drive operational excellence and stay ahead of clinical workflow demands.

Direct support plans*			
	Premium plans	Balanced plans	Essential plans
Uptime guarantee	●	○	—
Proactive and Predictive System Monitoring, powered by advanced remote service capabilities harnessing AI	●	○	○
Response times	Priority	Priority	Standard
On-site support & service coverage hours	Extended	Standard	Standard
Planned maintenance	●	●	●
Corrective maintenance	●	●	○
Parts coverage	●	○ / Shared risk	—
Remote Expert Connect	●	●	●
Customer Care Center & 24/7 Customer Services Portal Access	●	●	●
OneSpace Insights dashboards	●	●	●
Software performance & reliability updates	●	●	●

* Certain products or features are subject to regulatory clearances and may not be available in all markets. Availability may vary based on selected systems and region. Contact your Philips representative for more details.

● Included ○ Optional — Not available

Premium and Premium Plus: Maximum uptime and exceptional care for total confidence

Downtime is not an option for critical high utilization systems. Our Premium and Premium Plus plans offer our highest levels of support to guarantee performance and keep your systems running at their best.

Our Premium plans offer*:



System availability



System intelligence

- ★ **Fastest response times with uptime guarantee:**
Avoid disruptions with our industry-leading response times, highest uptime guarantee, and real-time proactive and predictive monitoring.
- ★ **On-site support & extended service hours:**
On-demand expert OEM support with flexible service windows, including extended and weekend coverage.
- ★ **Strategic & normal spare parts coverage:**
Minimize downtime with no unexpected costs with comprehensive OEM parts coverage, with next-day or expedited delivery.
- ★ **Planned & corrective maintenance:**
Planned maintenance and priority response corrective repairs for consistent performance, compliance, and OEM quality assurance.
- ★ **Remote Expert Connect:**
Support for fast remote troubleshooting, diagnostics and resolution, additionally providing real-time alerts for MRI systems.
- ★ **Access to OneSpace insights dashboards:**
Get insights into performance optimization, operational efficiency and inventory management
- ★ **24/7 Customer Care & self-service portal:**
Access experts, monitor system performance and manage services cases.
- ★ **Software performance & reliability updates:**
Stay current with software updates that help improve security and reliability.

Upgrade to Premium Plus for additional coverage

★ Up to 99%
uptime guarantee

★ Extended
service hours
(incl. weekends and
24/7 remote)

★ Priority
response times



Uptime guarantee

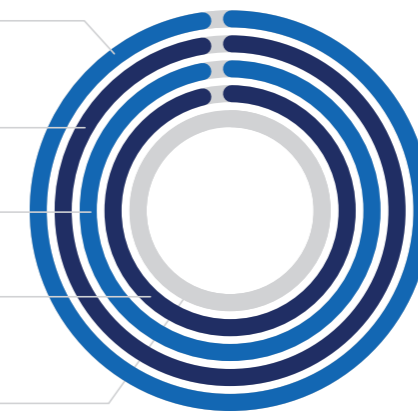
*Powered by Proactive and Predictive System Monitoring harnessing AI.

Response and resolution times

OEM parts and labor coverage

Extended service hours

In-house engineering capabilities



Invest in a Premium tier service agreement for:

- ✓ Highest uptime guarantee
- ✓ Faster recovery from unexpected issues
- ✓ Lower total cost of ownership
- ✓ Reliable system performance for peace of mind

+ Value-added services: optional add-ons to your plan



Staff education
Education days delivered by our clinical application experts



Software and security
Software and hardware upgrades with Technology Maximizer plans



Specialized services
Services for additional coverage and specialized support designed for your specific imaging and diagnostic systems

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Balanced and Balanced Plus: Tailored coverage for reliable care at predictable cost

Choose strategic maintenance that balances your operational and financial goals. Balanced and Balanced Plus plans offer tailored, flexible coverage options. Choose from service options, including after-hours maintenance and risk protection for critical OEM parts, to reduce downtime and safeguard key components.

Our Balanced plans offer*:



System availability



System intelligence

- ★ **Standard response times**
- ★ **On-site support & standard service hours:**
Expert OEM standard support that fits your schedule.
- ★ **Strategic & normal spare parts coverage:**
Smart budgeting with predictable OEM Parts coverage. Options include:
 - **Strategic Parts block:** A set quantity of high-value, proprietary parts purchased upfront.
 - **Bank of parts:** A pre-calculated value pool based on anticipated annual usage of standard parts over the contract term.
 - **Combined pool:** A flexible value pool that covers both standard parts and corrective maintenance hours.
- ★ **Planned & corrective maintenance:**
Planned maintenance and swift response corrective repairs for consistent performance, compliance, and OEM quality assurance.
- ★ **Remote expert connect:**
Support for fast remote troubleshooting, diagnostics and resolution, additionally providing real-time alerts for MRI systems.
- ★ **Access to OneSpace insights dashboards:**
Get insights into performance optimization, operational efficiency and inventory management
- ★ **24/7 Customer Care & self-service portal:**
Access experts, monitor system performance and manage services cases..
- ★ **Software performance & reliability updates:**
Stay current with software updates that help improve security and reliability.

Upgrade to Balanced Plus for additional coverage

★ Proactive and Predictive System Monitoring

★ Uptime guarantee

★ Full parts coverage



Uptime guarantee

*Powered by Proactive and Predictive System Monitoring harnessing AI.

Response and resolution times

OEM parts and labor coverage

Extended service hours

In-house engineering capabilities



Invest in a Balanced tier service agreement for:

- ✓ Predictable service costs with upfront parts coverage
- ✓ Flexibility to tailor support to your budget
- ✓ Reliability and protection for your most critical components
- ✓ Less operational disruption with after-hours planned maintenance
- ✓ Confidence in system availability and performance

+ Value-added services: optional add-ons to your plan



Staff education
Education days delivered by our clinical application experts



Software and security
Software and hardware upgrades with Technology Maximizer plans

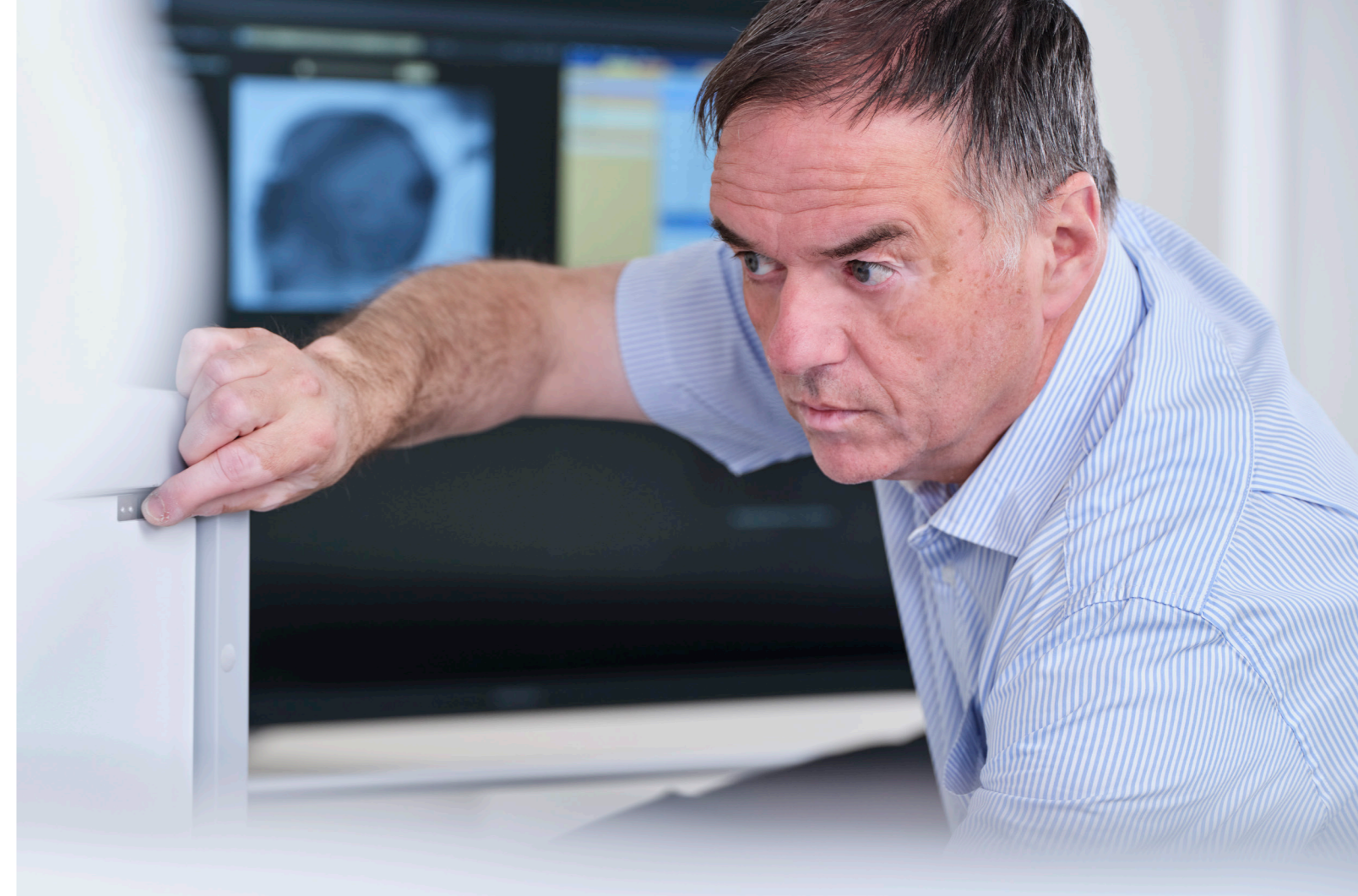


Specialized services
Services for additional coverage and specialized support designed for your specific imaging and diagnostic systems

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Essential and Essential Plus: OEM support and dependable value for assured performance

Prioritize planned maintenance for consistent quality. Our Essential plans offer cost-effective, OEM-standard care to help avoid unexpected repair costs and keep equipment running smoothly. It includes regular scheduled inspections and planned maintenance to minimize disruption. You will also benefit from direct access to Philips expertise through Remote Expert Connect.



Our Essential plans offer*:



System availability



System intelligence

- ★ **Standard response times:**
Avoid disruptions with standard response times.
- ★ **Planned Maintenance:**
Access OEM driven planned maintenance for consistent performance, compliance, and OEM quality assurance.
- ★ **Remote Expert Connect:**
Support for fast remote troubleshooting, diagnostics and resolution, additionally providing real-time alerts for MRI systems.
- ★ **Access to OneSpace insights dashboards:**
Get insights into performance optimization, operational efficiency and inventory management
- ★ **24/7 Customer Care & self-service portal:**
Access experts, monitor system performance and manage services cases.
- ★ **Software performance & reliability updates:**
Stay current with software updates that help improve security and reliability.

Upgrade to Essential Plus
for additional coverage



Corrective maintenance

Uptime guarantee

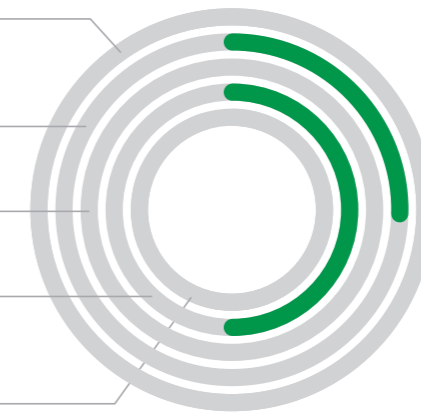
*Powered by Proactive and Predictive System Monitoring harnessing AI.

Response and resolution times

OEM parts and labor coverage

Extended service hours

In-house engineering capabilities



Invest in an Essential tier agreement for:

- ✓ Planned maintenance scheduled to fit your workflow
- ✓ Reliable system performance through OEM-standard care
- ✓ Fewer unexpected repair costs
- ✓ Remote access to expert support when needed
- ✓ Confidence in system reliability and performance

+ Value-added services: optional add-ons to your plan



Staff education

Education days delivered by our clinical application experts



Software and security

Software and hardware upgrades with Technology Maximizer plans



Specialized services

Services for additional coverage and specialized support designed for your specific imaging and diagnostic systems



In-house plans:

Powering your in-house team with our OEM expertise

Our In-house plans add Philips expertise to your team so you can stay in control while accessing specialist support. Designed for providers with internal biomed engineering teams, these plans complement your own in-house capabilities with scalable OEM support from expert guidance to strategic service coverage.

In-house plans give licensed access to application software, tooling and service documentation, empowering your team to work independently while maintaining OEM standards.

In-house plans*		
	Support	Remote
Uptime guarantee	–	–
Proactive and Predictive System Monitoring, powered by advanced remote service capabilities harnessing AI	○	○
Response times	Priority	Standard
On-site support & service coverage hours	Extended/Standard	–
Planned maintenance	○	–
Corrective maintenance	2 nd response	–
Normal parts coverage	●	–
Strategic parts coverage	○	–
Remote Expert Connect	●	●
Customer Care Center & 24/7 Customer Services Portal Access	●	●
OneSpace Insights dashboards	●	●
Software performance & reliability updates	●	●
Equipment Maintenance Intellectual Property license	●	●

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In-house Support: Empower your teams with OEM assurance for shared success

Strengthen your in-house team while maintaining OEM-level quality, reliability, and control. In-house Support plan includes standard parts and second-response OEM labor coverage and optional protection for high-value strategic parts. Your engineers gain direct access to Philips clinical and technical experts, hands-on technical education, and an intellectual property license to confidently perform planned and corrective maintenance while maintaining OEM standards, improving response times, and reducing service costs. On-demand remote support is provided by Remote Expert Connect and Philips Customer Care Center.



Our In-house Support plan offers*:



System availability



System intelligence

- ★ **Response times & extended service hours:**
Access expert OEM support with our flexible service windows.
- ★ **Strategic & normal spare parts coverage:**
Choose between comprehensive OEM parts coverage or balance risk coverage with standard or expedited delivery.
- ★ **2nd line corrective maintenance:**
Strengthen your in-house team with second-line OEM support and priority-response repairs.
- ★ **Optional AI-powered proactive and predictive insights**
to help prevent downtime towards clinical continuity.
- ★ **Optional planned maintenance**
- ★ **Remote Expert Connect:**
Support for fast remote troubleshooting, diagnostics and resolution, additionally providing real-time alerts for MRI systems.
- ★ **Access to OneSpace insights dashboards:**
Get insights into performance optimization, operational efficiency and inventory management
- ★ **24/7 Customer Care & self-service portal:**
Access experts, monitor system performance and manage services cases.
- ★ **Software performance & reliability updates:**
Stay current with software updates that help improve security and reliability.

Uptime guarantee

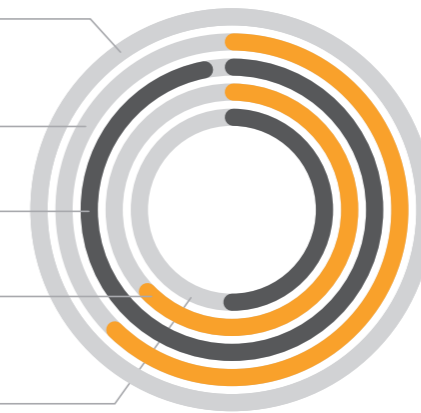
*Powered by Proactive and Predictive System Monitoring harnessing AI.

Response and resolution times

OEM parts and labor coverage

Extended service hours

In-house engineering capabilities



Invest in an In-house Support plan for:

- ✓ **Cost control with shared maintenance responsibility**
- ✓ **Secure access to certified OEM parts, application, tooling & documentation**
- ✓ **Empower in-house teams through Philips Hospital Engineer Education & Instructor led technical training**
- ✓ **Reliability with fast OEM second-response labor**
- ✓ **Continuous support via our Philips Customer Care Center & remote technical experts**

+ Value-added services: optional add-ons to your plan



Staff education
Education days delivered by our clinical application experts



Software and security
Software and hardware upgrades with Technology Maximizer plans



Specialized services
Services for additional coverage and specialized support designed for your specific imaging and diagnostic systems

In-house Remote: On-demand OEM expert access support, fully controlled by you

For in-house teams looking to stay hands-on, our In-house Remote plan offers scalable OEM support that empowers your biomedical engineers while keeping Philips expertise just a call away. Your engineers gain direct access to Philips clinical and technical experts, hands-on technical education, and an intellectual property license to confidently perform planned and corrective maintenance while maintaining OEM standards. On-demand remote support is provided by Remote Expert Connect and Philips Customer Care Center.



Our In-House Remote plan offers*:



System availability



System intelligence

- ★ **Standard response times (Remote only):**
Access expert OEM support with standard response times.
- ★ **Optional AI-powered proactive and predictive insights**
to help prevent downtime towards clinical continuity.
- ★ **Remote expert connect:**
Support for fast remote troubleshooting, diagnostics and resolution, additionally providing real-time alerts for MRI systems.
- ★ **Access to OneSpace insights dashboards:**
Get insights into performance optimization, operational efficiency and inventory management
- ★ **24/7 Customer Care & self-service portal:**
Access experts, monitor system performance and manage services cases.
- ★ **Software performance & reliability updates:**
Stay current with software updates that help improve security and reliability.

Uptime guarantee

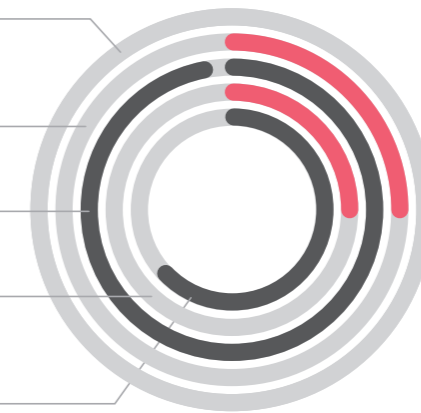
*Powered by Proactive and Predictive System Monitoring harnessing AI.

Response and resolution times

OEM parts and labor coverage

Extended service hours

In-house engineering capabilities



Invest in an In-house Remote plan for:

- ✓ Cost control with shared maintenance responsibility
- ✓ Secure access to system-based application, tooling & documentation
- ✓ Empower in-house teams through Philips Hospital Engineer Education & Instructor led technical training
- ✓ Continuous support via our Philips Customer Care Center & remote technical experts

+ Value-added services: optional add-ons to your plan



Staff education
Education days delivered by our clinical application experts



Software and security
Software and hardware upgrades with Technology Maximizer plans



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Innovation spotlight: Redefining reliability through AI-enabled proactive and predictive insights



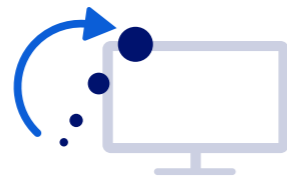
Extend and future-proof your maintenance capabilities. Our service agreements with proactive and predictive monitoring bring expert human care together with AI and machine-learning technologies to help prevent issues before they occur and maximize equipment uptime.

Embed proactive and predictive capabilities¹ for your equipment to be ready when you need it.

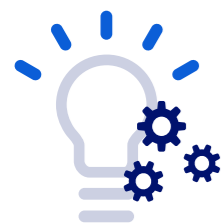
In order to maintain equipment efficiently, the diagnosis and fixing of equipment failure needs to be proactive, predictive, immediate and affordable. To fulfill these requirements, Philips provides advanced remote service capabilities by harnessing AI and machine learning, enabled by **+6,900 proactive and predictive patterns and models.**



Remote Expert Connect allows our experts to remotely identify and resolve issues.



Predictive System Monitoring, uses data to continuously analyze system parameters in real time, helps anticipate potential failures before they happen—helping you prevent disruptions and maintain continuous system performance.

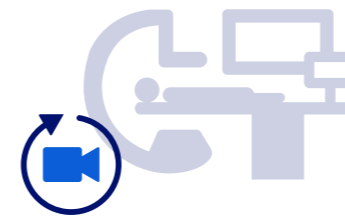


Proactive approach facilitates smarter decision-making. With advanced parts delivery and planned service scheduling, helps timely corrective action—preventing issues before they impact operations.



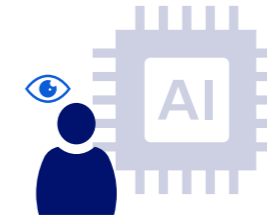
Philips Real-time Alert (e-Alert) is an intelligent hardware and software-based environmental alerting system that keeps a close virtual eye on your MRI systems. Using powerful sensor technology, it continuously monitors key parameters of your MRI systems and their environment—and issues real-time alerts if one or more critical parameters are out of the specified threshold.

Monitor



24/7 monitoring, with AI & machine learning (ML) analyzing data to detect anomalies and predict potential failures.

Inform



Human in the loop, Philips engineers review and prioritize AI-generated alerts, safeguarding that only actionable issues are escalated. Proactive cases are assessed by service experts, for faster response and timely maintenance.

Act



Planned resolution, Philips engineers provide remote diagnostics and repairs whenever possible. If on-site service is needed, it is scheduled with the right parts and at a convenient time.

The result? Less unplanned downtime, faster issue resolution, and continuous clinical operations – **so you can focus on delivering reliable, high-quality patient care.**

41%

faster resolution when critical system issues arise with remote service capability²

30%

less downtime with remote service capability³

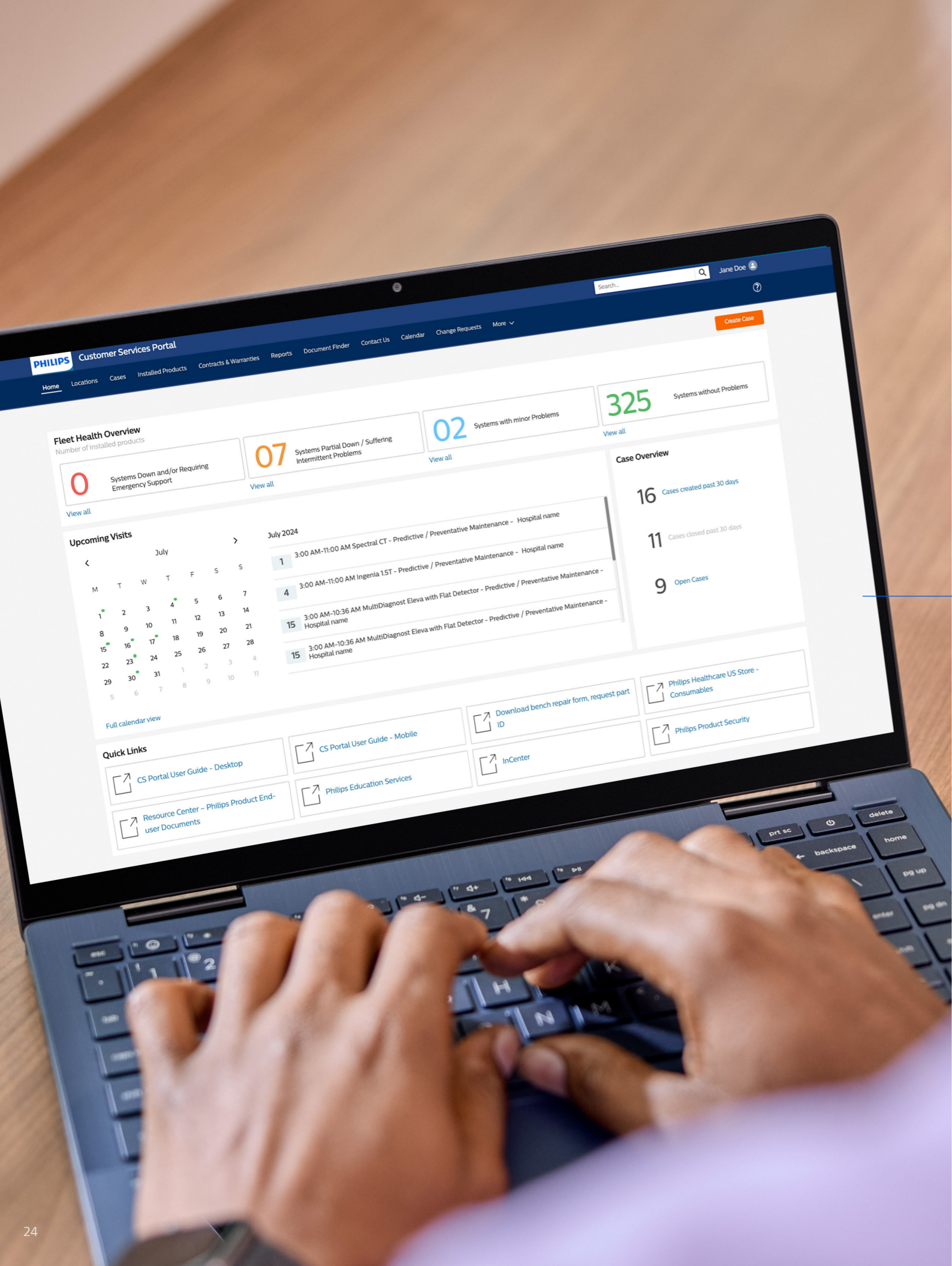
Prediction of tube failures

in advance, towards high uptime and continued workflow⁴

² Based on the comparison between remotely connected & reachable and non-remotely connected / non-reachable systems. Data sample from August 2021 to July 2022 for all CT Brilliance Air Product Line, iCT Product Line, Ingenuity Product Line, Incisive and Spectral CT, which are with full remote capabilities under service contract (n=5144). Case priority = 1 & 2

³ Based on the comparison between remotely connected & reachable and non-remotely connected / non-reachable systems. Data sample from August 2021 to July 2022 for all CT Brilliance Air Product Line, iCT Product Line, Ingenuity Product Line, Incisive and Spectral CT, which are with full remote capabilities under service contract (n=5144).

⁴ Algorithm based on historic data resulted in 96.5% ~2 weeks positive predictive value (n=48). Only for systems equipped with Certeray tubes, and for customers entitled to Predictive System Monitoring under a service agreement. Remote connectivity is required.



Included as standard: Customer Services Portal

When you opt for a service agreement with us, we do not just offer point solutions. Instead, we offer continuous support. That is why we created our Philips Customer Services Portal and included it as standard across all our service agreements.

The Philips Customer Services Portal is your easy-to-use **self-service online platform** to manage your Philips and multi-vendor equipment across modalities and departments.

Available 24/7, the portal helps you request service for your equipment and track case status. Use it to manage your systems' service and maintenance, access contracts, documentation, and work reports, and request support to improve uptime and system utilization, anytime, anywhere.

24/7 access to your fleet data

74% of portal users believed that it made it easier for them to work with Philips¹

Use the Customer Services Portal to:

- **Manage your entire fleet** and system needs 24/7 in one place.
- **Register cases quickly and track case status**, access case details, service documentation, contracts and warranties.
- **Plan and manage maintenance**, schedule visits, analyze, track and manage service performance.
- **Customize your view by adding or removing products** from your fleet overview, easily set, track and favorite installed products.
- Easily manage your service needs on the go with our **Mobile Light version**.

[Access Customer Services Portal >>](#)

1. Philips Customer Services Portal NPS Survey 2023

Included as standard: OneSpace Insights dashboards

OneSpace Insights is an enterprise cloud-based analytics solution. With a single point of entry through Customer Services Portal, OneSpace Insights supports you in performance optimization, operational efficiency and inventory management with uniform views across sites, departments, modalities and vendors.

OneSpace Insights dashboards gives you access to:



insights into your medical systems' lifecycle and connectivity status with the **Inventory dashboard**.



insights into your uptime and service performance of your fleet with the **Service Performance dashboard**.



Optional add-on*: Clinical Education Days

The benefits of continuing clinical education are unequivocal: highly skilled staff, improved staff retention, an excellent organizational reputation, and consistent patient care delivery. And yet, while *'never stop learning'* is a powerful mantra, few in the healthcare profession feel sufficiently supported in achieving their ongoing professional development.

At Philips, we are passionate about helping your people grow in knowledge, satisfaction and commitment and to gain the confidence and skills they need to improve patient outcomes. That is why we offer Clinical Education Days as an added-value option to all of our service agreements. Clinical Education Days are available as a bank of clinical training days available for use across the year. Delivered on-site, they are led by our skilled Clinical Application Specialists and are available as a structured program to support budget, reduce ad hoc spending and support return on investment.

66%

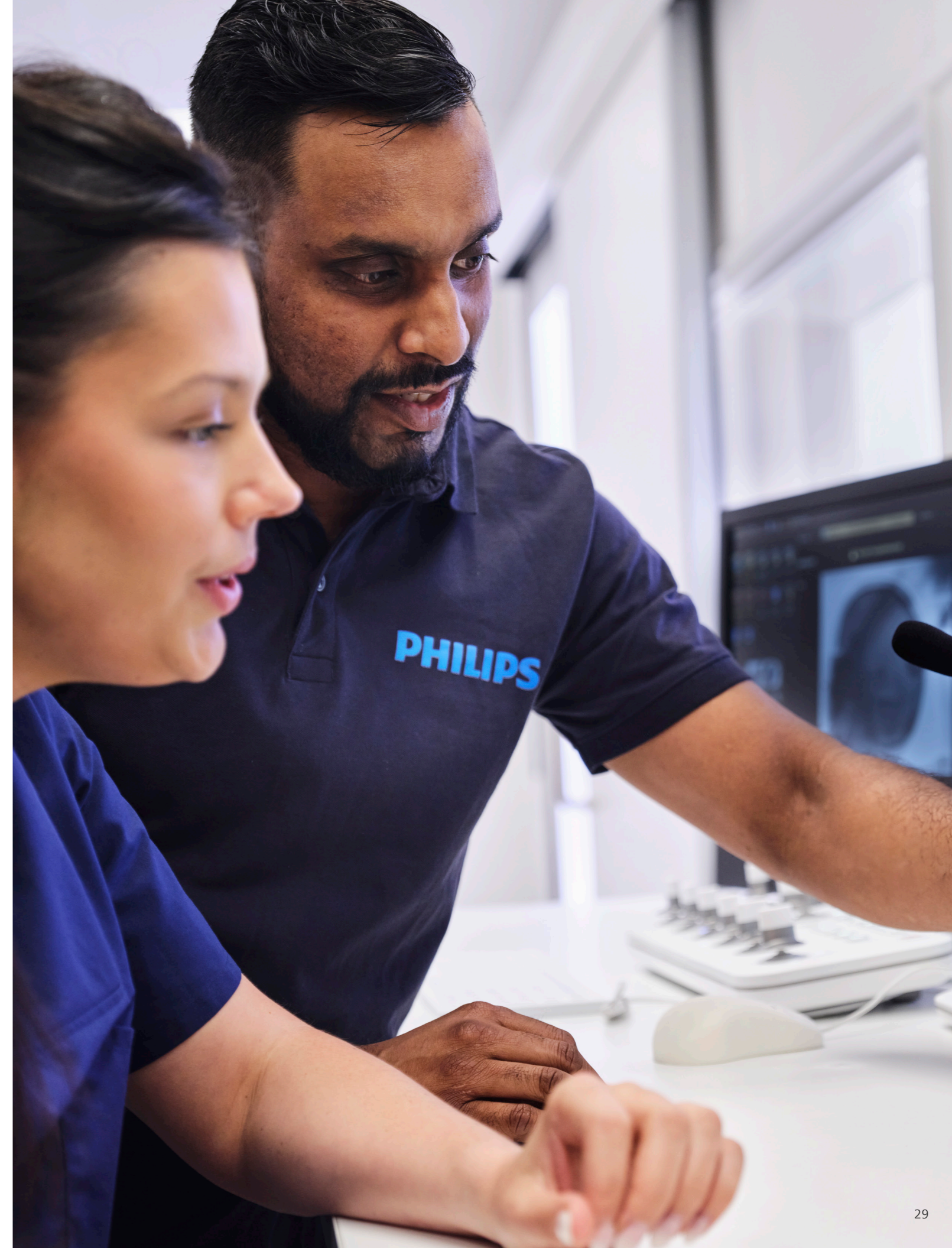
of clinical staff
need more product
education¹

96%

of clinical staff
would like to receive
regular education¹

Add Philips Clinical Education Days
to your service agreement to:

- **Respond to demands** for more frequent clinical education
- **Support staff** with updated clinical protocols and technology use
- **Help retain** talented staff
- **Provide clinical education** at a predictable cost
- **Make a direct impact** on clinical practice and patient outcomes



* Availability may vary based on selected systems and region
Contact your Philips representative for more details.
1. Gemseek CS Trends MI Study 2024



Optional add-on*: Technology Maximizer

Stay clinically advanced and future-ready with Technology Maximizer—a service offered as part of our maintenance agreements. It keeps your systems up-to-date and maximizes performance through regular software and hardware upgrades, helping you:

- ★ Enhance workflows, image quality, and cybersecurity.
- ★ Maintain predictable budgeting while keeping systems current.
- ★ Stay clinically advanced to drive better patient outcomes and improve staff experience.
- ★ Standardize and manage fleet at latest technology release level, allowing staff to work with consistent workflows and functionality.

Available for select modalities including MRI, CT, Diagnostic X-Ray (DXR), image-guided therapy (IGT), and ultrasound systems.

86%

of customers say that
Technology Maximizer helps
them stay competitive¹

Save up to

50%

on upgrades²

Add Philips Technology Maximizer to your service agreement to:

- **Stay clinically advanced** with access to the latest system features and functionality.
- **Keep system release versions and security controls up-to-date** to help reduce cybersecurity vulnerabilities and risks.
- **Be predictable in your costs**, avoid repeated capital expenditures and multiple approvals over the lifecycle

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1 GemSeek research commissioned by Philips, No 151, USA

2 During the term of the agreement, for a modality in scope Philips Technology Maximizer delivers major upgrades. Purchasing these upgrades individually could cost up to twice the cost of the Technology Maximizer agreement.



Get in touch

Interested to learn more?

Let's talk.
Even better, let's collaborate.
We'd love to help you find the best plan for your maintenance needs.

www.philips.com/healthcare-operational-services

