



# Make the flexible choice

## Choose the ideal service agreement to meet your patient monitoring needs

Patient monitoring innovation evolves at a rapid pace. Delivering high-quality care requires clinical teams to work with current, well-maintained technology.

The monitors your clinicians use to deliver quality care must be safe, reliable, and designed to protect patients and their data against cybersecurity threats.

Philips patient monitoring equipment delivers performance to help enhance care across the globe. We offer this equipment with a comprehensive range of maintenance plans and services allowing you to get the most from our solutions throughout their lifecycle.

HPM RightFit and the Patient Monitoring Informatics Service Agreement (PMISA) allow you to make the proactive choice for your specific needs.

## Solutions for patient monitoring

Help stay ahead of your patient monitoring challenges by choosing HPM RightFit, the Patient Monitoring Informatics Service Agreement (PMISA) or both.

Need customizable hardware maintenance?



HPM RightFit

Need software upgrades, cybersecurity protection and clinical education?



Patient Monitoring Informatics Service Agreement (PMISA)

Need maintenance, updates, security and training?



The flexibility of **HPM RightFit** and **PMISA**

# A customizable patient monitoring maintenance portfolio

Maintaining complex monitoring ecosystems can be challenging. **HPM RightFit** provides you with a partner to help increase patient monitor uptime, train staff and comply with certification cycles.

We offer four unique contracts to inspire confidence and limit disruptions in care:

	Need OEM comprehensive coverage?	Need flexible collaboration?	Need bench repair?	Need OEM assistance for compliance?
	RightFit Protection	RightFit Support	RightFit Assist	RightFit Value
	A full-service agreement for hospitals with limited biomed resources.	A contract combining our OEM expertise to assist in-house biomed teams during their moment of need.	Offers your in-house biomed teams with bench, telephone and remote support.	Provides cost-effective preventive maintenance that helps maintain compliance with regulatory standards.
Remote support and troubleshooting	✓	✓	✓	—
On-site support	✓	Optional	—	Optional
Spare parts	✓	Optional	✓	—
Preventive maintenance	Optional	Optional	—	✓
Technical education	—	✓	—	—
Clinical education	Optional	Optional	—	—
24/7	Optional	Optional	—	—
Bench	—	—	✓	—
PerformanceBridge Focal Point	✓	✓	—	—
Customer Services Portal	✓	✓	✓	✓

## You can benefit by gaining:



Contracts tailored to your specific needs and budget



Inspections to detect potential issues – helping to prevent unexpected downtime



Philips Remote Services for technical, clinical and educational services



Designed to support regulatory compliance for monitoring systems



Access to trained service engineers who can also train hospital staff

# Secure, flexible IT service in a modular offering

One key to providing high-quality care is prioritizing patient monitoring, which can support safe, secure, and reliable care delivery. The **Patient Monitoring Informatics Service Agreement** includes features designed to enhance cybersecurity and support workflow efficiency for clinicians, with flexible solutions to fit a range of budgets.

**Our solutions helps clinicians and their teams focus on patient care:**

	Essential	Plus	Pro
<b>Protect against cybersecurity threats</b>			
SW Upgrade Patient Monitors	—	✓ Self install	✓
SW Upgrade Central Stations	✓	✓	✓
HW Upgrade Central Stations	✓	✓	✓
OS Patching Self-Install	✓	✓	✓
Managed OS Patching	Optional	Optional	✓
Antivirus Management Services	Optional	Optional	Optional
Cybersecurity Assessment	Optional*	Optional*	Optional*
<b>Maintain solution performance and network integration</b>			
Remote Support	✓	✓	✓
Onsite support	—	Optional	✓
Planned Maintenance	—	Optional	✓
Spare Parts	—	Optional	Optional
Network assessment	—	Optional*	Optional*
Inter-operability Consulting	—	—	Optional*
<b>Access knowledge and help improve workflows</b>			
Onsite IT Services ISA	✓ 24 hours	✓ 40 hours	✓ 40 hours
Technical Education ISA	—	✓ 24 hours	✓ 24 hours
Clinical Services ISA	—	—	✓ 24 hours
Clinical Education ISA	—	—	✓ 24 hours
24/7 support	Optional	Optional	Optional

\* Based on IT Service credit, please review total hours of the service agreement

You can benefit by gaining:



First priority software upgrades to keep systems up-to-date



Interoperability and compatibility of single systems within a complete solution



Equipment assurance and cybersecurity protection



Clinical and technical education



## Make the flexible choice

Let us help find the services that meet your specific needs together.  
Get in touch with your local Philips sales representative to find out more.

Your Philips sales representative

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