



**PHILIPS**

*RightFit*

Service Agreements for  
Healthcare Informatics

Count on us as your  
**patients count on you**

# How is your **healthcare informatics** evolving?

Stakeholders throughout your enterprise face continuous change and multiple pressures. For your hospital to deliver consistently high-quality patient care, your IT infrastructure must deliver accordingly.



**Healthcare  
informatics  
manager**

“I’m concerned about system compatibility and uptime. How can I protect systems and keep them secure, too? The same goes for data – we need to be able to access it, store it, and protect it. I also need to be able to integrate workflows and support caregivers with distributing their images and reports.”



**Clinical user**

“As my specialty changes, my diagnostic confidence relies on access to the latest clinical enhancements and improved clinical functionality on the programs I work with. Patient data needs to be secure, of course, but also in a format that allows me to share images and findings with my colleagues.

I’m a clinician and want to spend more time on patients, not on managing systems. I don’t have time for disruptions to my clinical workflows or struggling with how to learn labor-intensive software.”



**Hospital  
management**

“Instead of drowning in data, we have to be able to consolidate information with informatics infrastructures. What’s more, the right people need to have access to that data at the right time – with support for audit controls, too.

IT is critical to our competitive edge. It needs to create an environment in which efficiency gains are possible – and to provide a basis for reliable business planning by helping colleagues and departments share information.”

Want to master these challenges? Turn to reliable, secure informatics solutions backed up by comprehensive services that help you **get the most from your IT investments, today and tomorrow.**

# Welcome to **RightFit**

RightFit Service Agreements from Philips go above and beyond standard service contracts. They empower you to anticipate healthcare challenges on the horizon. And they deliver on our promise to 'Count on us as your patient counts on you'. Our Value, Protection and Uptime portfolios offer obsolescence protection, for example, by providing you with the latest software versions. You can also rely on components that keep your system secure and up and running while contributing to a cost-efficient IT environment.

## Standard service contracts

- Break/fix service for software and hardware
- Rapid response time
- Efficient time-to-resolution
- Secure data protection
- Software updates



## RightFit Service Agreements

- Regular software upgrades
- Regular education services
- Uptime guarantees
- Consulting services
- Workflow optimization
- Advanced analytics

**PHILIPS**

Smooth day-to-day operations are just the beginning with RightFit Service Agreements. They help your enterprise face complex and wide-ranging healthcare informatics challenges now and in the future.

# One Service Agreement for everyone

Help all users take full advantage of everything healthcare informatics has to offer. RightFit Service Agreements address key priorities of individual stakeholders across your enterprise.



## Clinical users

- Reliable and stable system, providing better access to data
- Latest clinical tools
- Support for workflow optimization
- Real-time online education to enhance user experience and bring skills up to date



## Healthcare informatics managers

- Reliable remote support and fast resolution
- Secure and stable platform
- Reliable incident and problem management
- Improved system uptime
- Regular upgrades provide access to the latest clinical and technological features
- Compliance with latest healthcare IT standards

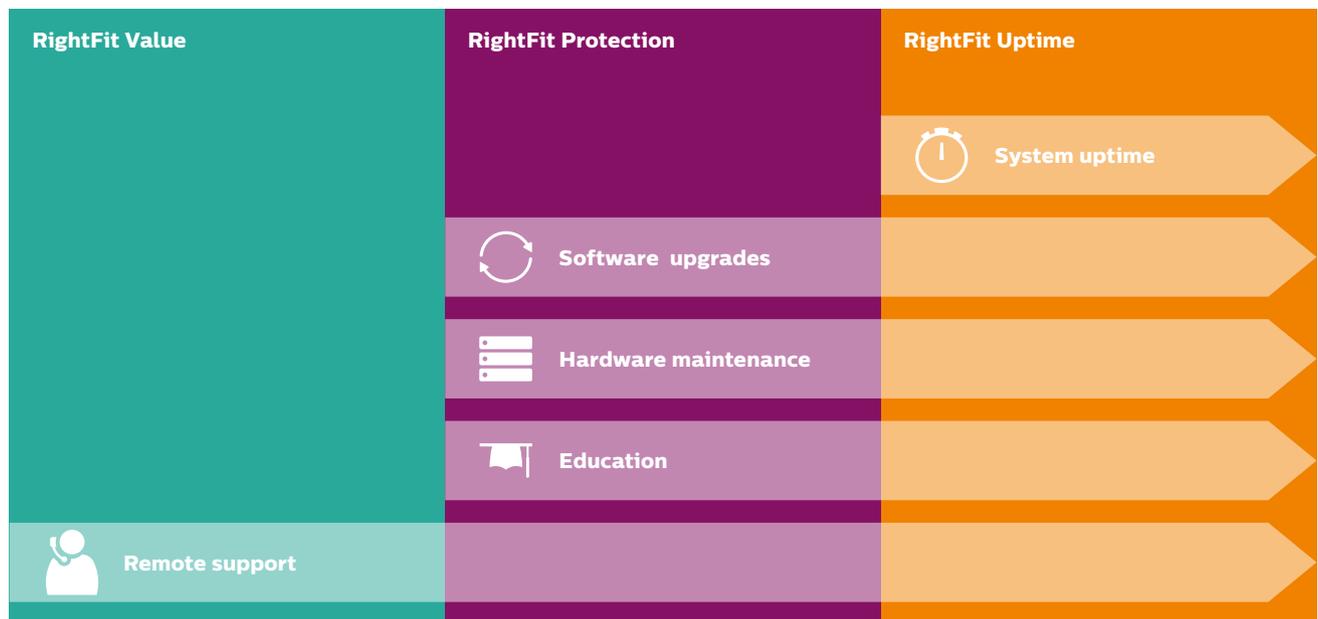


## Hospital management

- Transparent total cost of ownership throughout the contract period
- Secure and stable platform for all clinical users to collaborate
- Regular updates so the system maintains a competitive edge over time
- High-quality data analytics support effective business planning

## Made with you in mind

Each healthcare enterprise is unique. Whatever your situation and requirements, there's a RightFit Service Agreement to suit you.



For full portfolio details, please contact your local Philips representative.



## The right choice for today and tomorrow

Quick and effective resolution to issues you face today



### **Resolve problems efficiently**

Any issues that occur are managed in line with ITIL and ISO standards.

### **Set the right priorities**

Incidents are closely monitored and tracked at every stage, enabling effective reporting and follow-up. Each issue is properly prioritized.

### **Enable continuous improvement**

Regular system reports provide real visibility into performance. This paves the way for effective KPI monitoring and improvements over time.

Upgrades included as standard for outstanding healthcare IT over time



### **Improve financial planning**

Manage your budget effectively thanks to predictable service costs and high cost visibility from the start. Insight into the total cost of ownership also allows you to explore other opportunities to reduce your overall expenditure.

### **Protect your investment**

Avoid system obsolescence with direct access to continuous clinical and technological innovations from Philips.

### **Improve system reliability**

Help minimize downtime and provide the ideal platform for uninterrupted high-quality patient care thanks to continuous platform improvements.

### **Ensure data is secure and compatible**

Allow the right people to share the right data with the right teams at the right time through continuous software updates and upgrades that keep the platform stable and secure.

# Together, we can create a healthier future

Healthcare informatics and the service agreement associated with it play a critical role in how you respond to trends shaping healthcare. Can you leverage the latest technology? Facilitate interoperability? Manage evolving IT structures? When you consider the future, the partner behind the service agreement is just as important as the agreement itself.



## A partner who adds value

### **Embrace the future**

Keep pace as technology changes and have what you need to deliver up-to-date clinical services thanks to access to the latest software updates.

### **Tap into high-quality support, whenever you need it**

Discover how to best address your unique challenges with the expertise and experience of Philips specialists.

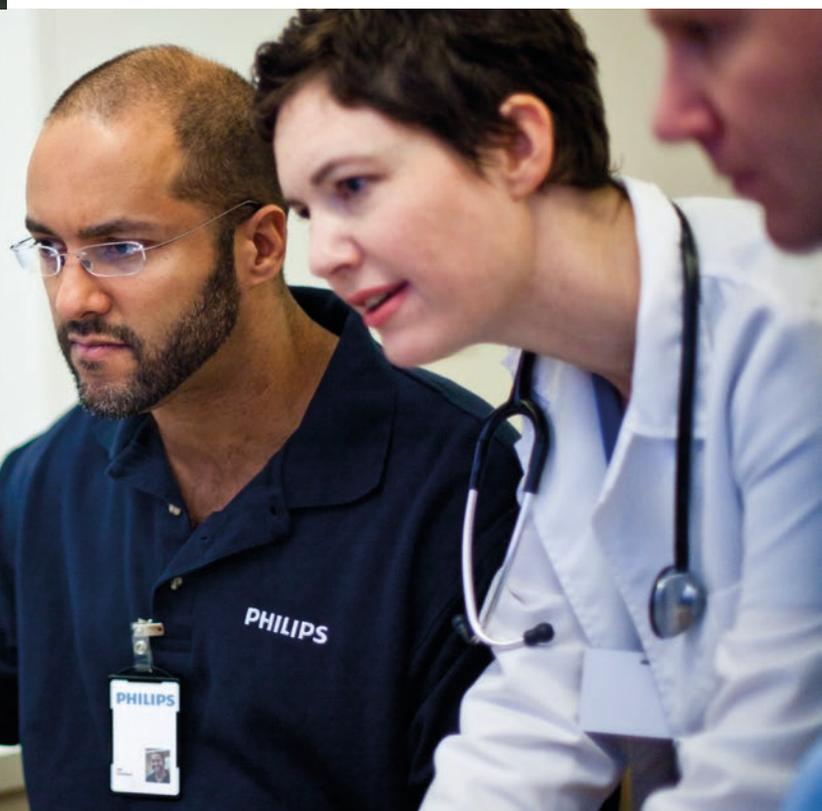
### **Make the most of your systems**

Empower teams to use systems to their full potential with a wide range of Philips trainings tailored to the needs of clinicians, caregivers and administrative staff.

## A partner for an ongoing journey – together with you

A RightFit Service Agreement provides support as you grow and helps you tackle new challenges as they arise. The contract forms the basis for an ongoing, dynamic and agile partnership. And it means you're free to focus on what's important – patient care.

And with RightFit, you can expect that in the fast-evolving clinical innovation and technology landscape, your healthcare informatics system will be secure and deliver performance – both now and in the long term.



# A partner for **an ongoing** journey – together with you

“Each time we upgraded our IntelliSpace Portal, we achieved a seamless cut-over with zero system downtime. Thanks to skilled Philips resources, our own internal IT expertise, plus the server design itself, we moved to the latest version with no disruption to ongoing operations.”

Dwight Nicholson, Imaging Information Services Administrator,  
Augusta University Medical Center, Georgia, USA

A RightFit Service Agreement assists you today and tomorrow, providing support as you grow and helping you tackle new challenges as they arise. The contract forms the basis for an ongoing, dynamic and agile partnership. By letting Philips experts look after your healthcare informatics solution, you're free to focus on what's important – patient care.

And with RightFit, you can expect that in the fast-evolving clinical innovation and technology landscape, your healthcare informatics system will be secure and deliver performance – both now and in the long term.

## Ready to experience high-performing healthcare informatics for yourself?

Discover how RightFit Service Agreements can help your enterprise harness the full potential of its IT.

**Contact your local sales representative to learn more.**

