



**PHILIPS**

Customer Service  
Solutions

# Expertise, resources, resolution – when you need it

## Philips Customer Care Solutions Center

When questions or service needs arise, you want direct access to trained individuals with the skills and tools to provide you with the right solution fast. The Philips Customer Care Solutions Center was specifically designed with this in mind.

### Benefits to you

With a promise to actively engage our customers and help anticipate your service needs, we strive to support you in delivering premium patient care with these benefits:

- Prompt connection to technical and clinical expertise
- Remote delivery of support and informatics via state-of-the-art technology systems
- Fast technical diagnosis and resolution

**Philips can help. The resources, training, and support we offer enable you to focus on what's most important – your patients.**

# Supporting premium patient care



## Contact the Philips Customer Care Solutions Center

1-800-722-9377 (USA)

1-800-567-1080 (Canada)

Direct Connect provides faster connection – have your system ID ready and follow the prompts to reach a qualified support specialist.\*

### Expertise

With one call, you have access to the Philips Customer Care Solutions Center and the dedicated clinical and technical support teams. Our experts operate around the clock\*\* with knowledge specific to your system to address your needs as they arise.

### Resources

In our modality data center, we can simulate your working environment with Philips products and software, including workflow patterns across all modalities. Access to our global database provides our specialists with comprehensive knowledge to help expedite answers to your questions.

### Resolution

One of the fastest means in resolving a service incident is through Philips Remote Services (PRS), an advanced, broadband network that allows our clinical and technical experts to connect to your Philips equipment over secure, encrypted communications links. Philips Remote Services enables swift technical diagnosis, increases system availability through proactive remote monitoring\*\*\* and enhances efficiency through software distribution and utilization reporting.\*\*\*

PRS can assist in expediting resolution when a Philips field service engineer is required on-site for a service call. Through PRS, parts needed can be identified prior to engineer arrival, increasing efficiency and decreasing downtime for your system. Philips field service engineers receive high marks for service performance† and work in tandem with our solutions center experts to help you provide quality patient care.

Services support via the Customer Care Solutions Center is a valuable part of your Philips Healthcare warranty or service agreement.

The success of your organization depends on people. Philips Services are designed with that in mind – with patient-focused care delivered through products and services that meet your organization's needs.

\* Direct Connect service is included with product warranties and all RightFit Service Agreements. System ID (equipment/asset ID, site ID or contract number) is required for priority call routing. If you do not have your system ID, please have your product serial number available.

\*\* Technical and clinical support times vary by modality.

\*\*\* Capabilities vary by product.

† IMV ServiceTrak™, Philips rated #1 for overall OEM service performance.

Please visit [www.philips.com/uscustomerservices](http://www.philips.com/uscustomerservices)

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