



# Biomed assist services

Philips RightFit Service Agreement Assist

**PHILIPS**  
sense and simplicity

# The right fit for fast, reliable cooperative support services

Philips RightFit Assist provides the assurance of Philips support with the convenience of discounts applied to genuine Philip parts purchases.

Available for select products, a Philips RightFit Service Agreement Assist addresses your need for support services in today's mission critical healthcare environment. When you purchase monitoring and cardiac care equipment you expect uncompromising clinical performance, an excellent return on your investment and a low cost of ownership. A Philips RightFit Assist agreement provides this support in a cost effective manner by balancing the skills of your biomedical engineering staff alongside Philips parts and remote support services.

## A range of value-added features

The RightFit Assist Agreement will expand your ownership experience through:

- Discount on parts orders
- Priority parts delivery
- Technical and clinical phone support
- Web-based technical support tools via InCenter



## Philips leads the industry in customer satisfaction

Year after year, Philips Healthcare Patient Monitoring has been recognized for excellence according to independent IMV ServiceTrak™ surveys.<sup>1</sup> Customers have consistently ranked Philips #1 in Overall Manufacturing System Performance and Probability of Repurchase. In 2011, over 85% of Philips respondents were highly satisfied (rated Philips a 5 or a 6 on a 6 point scale) with Philips for Overall Manufacturer Performance and over 90% were highly satisfied with Philips for Overall Service Performance. The 2011 IMV ServiceTrak – Patient Monitoring Systems report surveyed over 1000 hospitals and is based on 25 attributes assessing satisfaction with manufacturer, system, and OEM service performance.

**Services – A full lifecycle solution**

The success of your organization depends on people. Philips Services are designed with that in mind – supporting healing environments, developing your staff, improving your organization’s performance, and increasing patient satisfaction.

The backbone of the RightFit Assist agreement is direct access to the Philips Customer Care Solutions Center. The Customer Care Solution Center operates around the clock and is staffed with experts trained in knowledge specific to your system, and your needs. The team has an average of 15 years of experience and holds degrees in nursing, medical technology, biomedical engineering, information technology computer information systems, computer science, electrical engineering, and business administrations.

When your service need requires parts, our technical experts assist your team by identifying the replacement part and then applying you parts discount to your order.

Depend on us. The resources, training, and support we offer enable you to focus on what’s most important – your patients.

Philips Customer Services is service that works for you.  
 Call our Customer Care Solutions Center at **800-722-9377**.  
[www.philips.com/healthcare](http://www.philips.com/healthcare)

**Philips RightFit Assist**

Service delivery	
Hours of telephone coverage (24 x 7)	Included
Initial telephone response (2 hours)	Included
Remote services	
Web based self support (InCenter)	Included
Technical telephone support (24 x 7)	Included
Clinical telephone support (24 x 7)	Included
Direct connect to technical engineer	Included
Parts	
Parts coverage	Discount*
Parts delivery	Priority

\* Discount is determined at purchase of the agreement and is applied to each transactional parts purchase covered by the agreement.

These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. The specific features and options for your equipment are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.



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Royal Philips Electronics

How to reach us

[www.philips.com/healthcare](http://www.philips.com/healthcare)  
[healthcare@philips.com](mailto:healthcare@philips.com)

Asia

+49 7031 463 2254

Europe, Middle East, Africa

+49 7031 463 2254

Latin America

+55 11 2125 0744

North America

+1 425 487 7000

800 285 5585 (toll free, US only)

<sup>1</sup> ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company which has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.

Please visit [www.philips.us/RightFit](http://www.philips.us/RightFit)



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