



# Support parts agreement

Philips RightFit Service Agreement Support Parts

**PHILIPS**  
sense and simplicity

# The right fit for genuine Philips parts and support

Philips RightFit Support Parts provides genuine Philips parts and the assurance of Philips phone and web support at a predictable cost.

Available for select products, a Philips RightFit Service Agreement Support Parts addresses your need for predictable cost for services in today's mission critical healthcare environment. When you purchase monitoring and cardiac care equipment you expect uncompromising clinical performance, superb services and an excellent return on your investment. A Philips RightFit Support Parts agreement combines the skills of your support staff with the confidence of Philips service team to assist you in achieving the clinical and financial results you expect from Philips.

## **The right combination of services**

The RightFit Support Parts Agreement will expand your ownership experience through:

- Priority parts delivery
- Superb technical and clinical phone support
- Web-based technical support tools via InCenter
- Optional backup on-site labor



## **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 Support Parts agreement is the authentic Philips parts it provides. Demanding standards help give you peace-of-mind that every replacement part or exchange unit has been factory tested by Philips engineers. Philips provides the same quality assurance and thoroughness in parts and repair as it does in its manufacturing process.

Support is provided by 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.

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 Support Parts**

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	Included
Parts delivery	Priority
On-site delivery	
On-site response	Optional with 2nd response*
Overtime labor and travel	Preferred rates

\* Includes labor and travel after the initial biomed efforts are completed. On-site coverage with 2nd response is next business date Mondays through Fridays, 8 AM - 5 PM customer local time, excluding Philips observed holidays.

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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<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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