



Comprehensive on-site support

Philips RightFit Service Agreement Value

PHILIPS

sense and simplicity

The right fit for a comprehensive set of on-site services and support

Philips RightFit Value provides onsite support and repairs to address your needs for comprehensive services in today's mission critical healthcare environment.

RightFit Service Agreement Value addresses your need for comprehensive services to support the clinical and technical needs of your facility. 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 comprehensive onsite agreement harnesses the power of Philips to provide a high level of service delivery to assist you in achieving the clinical and financial results you expect from Philips.

A broad range of value-added features

The RightFit Value Agreement will maximize your ownership experience through:

- High-priority level of service delivery and response
- On-site response provided by dedicated Patient Monitoring service team
- Web-based technical support tool, InCenter
- 24 x 7 technical and clinical phone support



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.¹ 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.

RightFit Value delivers service via our dedicated Patient Monitoring Field Service Engineers (FSEs) and Installation Project Managers. This group of over 300 professionals has an average of over 10 years experience servicing monitoring equipment. They are strategically located throughout the country and provide our customers with fast and efficient customer-focused service.

Each FSE completes at least three weeks of training per year on Philips products and on the latest healthcare industry topics. Training is held at various Philips locations, including our Cleveland, OH state of the art training facility. Course curriculum includes background on Philips monitoring products, lectures on the specific Philips devices and solutions, and hands-on training and troubleshooting on the individual products. Product application, service, installation and product safety testing is also part of the comprehensive training. Our comprehensive training give this team the ability to resolve most problems quickly reducing down time and returning your systems to use.

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

Philips RightFit Value

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
On-site delivery	
On-site response (Next business day)	Included
On-site service (8-5, M-F)	Included
Overtime labor and travel (Preferred rates)	Included
On-site coverage (24 x 7)	Optional
Parts service	
Part coverage	Included
Part delivery	Priority
Planned maintenance	
Performance assurance	Optional for specified products

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.



Philips Healthcare is part of
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¹ 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



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