



PHILIPS

Customer services

Image guided therapy

Philips cardiovascular service ranks #1

Philips leads in customer satisfaction

Through distinctive service and system performance, Philips received top rankings from customers across the 2016 IMV ServiceTrak survey.

In the survey, customers were asked to rate manufacturers on factors across the product ownership, including satisfaction with service performance, manufacturer and system performance, and satisfaction with service engineers. IMV asked customers to rate more than 600 cardiovascular systems. **Philips cardiovascular ranks first in 28 performance factors overall.**

Outstanding system performance reflects commitment to excellence

Philips rankings demonstrate our commitment to deliver superb system performance to enable our customers to focus on quality patient care. Customers rank Philips cardiovascular systems #1 for ease of use, outstanding image quality, strong reliability of detectors, hardware and software, and value of system upgrades. Philips strength in technology and innovation is recognized by customers with #1 ranking of our ability to drive industry standards for six consecutive years.

Exceptional service comes from the best service team

Dedication, competence and reliability are characteristics Philips seeks and nurtures in its service team members, and customers recognize and approve these qualities. Philips is rated #1 across all six attributes under OEM Service Performance, demonstrating our commitment and ability to deliver exceptional service experience to our customers. Our service team members across all functions recognize that every customer issue and service situation is unique and deserves a fast and effective response as evidenced by the top ranking in service follow-up, availability of replacement parts, preventative maintenance program, effective escalation and ensuring service arrangements meet customers' needs.

When choosing Philips to fulfill your cardiovascular imaging needs, you are choosing a premium system backed by premium people. Our commitment to technology and people is a commitment to you, to support you so that you can focus on what's most important – your patients.

Philips ranks #1 in these areas in the Cardiovascular systems 2016 IMV results

Manufacturer performance

Overall manufacturer performance	#1
Probability of repurchase	#1
Ability to drive industry standards	#1
Value of system documentation	#1
Competence of install team	#1
Overall OEM training program	#1

System performance

Overall system performance	#1
Image quality meets expectation	#1
System ease of use	#1
Reliability of detectors	#1
Hardware reliability	#1
Software reliability	#1
Value of system upgrades	#1

Service performance

Overall service performance	#1
Current service arrangement meets needs	#1
Service follow-up	#1
Availability of replacement parts	#1
OEM preventative maintenance program	#1
Effective escalation by service team	#1

Service engineer performance

Overall service engineer performance	#1
Effective troubleshooting by engineer	#1
Timeliness of engineer arrival on-site	#1
Timely phone response by engineer	#1

Sales personnel performance

Timely phone response by sales	#1
Sales personnel knowledge of products	#1

Remote service performance

Effective technical support while connected	#1
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Emergency service performance

Call-backs within 48 hours	#1
Number of service calls in last 90 days	#1

Philips rated #1 in cardiovascular:

- Overall system performance
- Overall manufacturer performance
- Overall service performance
- Overall system engineer performance



About the ServiceTrak™ survey

IMV Limited is an independent healthcare research company with more than 20 years of experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak™ is one of the most recognized and trusted benchmark studies in the healthcare industry. Participants are drawn from a randomized database of US hospitals and imaging centers. The 2016 ServiceTrak Imaging – X-Ray Cardiovascular Systems report is based on data collected from 667 respondents.



Philips customer services is service that works for you. Visit www.philips.com/commitment

