



**PHILIPS**

Healthcare

RightFit Service Agreements

# Core **reinforcement**

Philips RightFit Service Agreement Assist for Ultrasound

If you're looking to match your service coverage to your budget and resource requirements, Philips RightFit Service Agreement Assist is the most flexible choice – an à la carte solution for customers with in-house engineering teams.

# The right fit for custom support

Philips RightFit Service Agreements include a comprehensive range of agreement options to best fit your service needs. All offer a great service experience, open communications, and a hands-on approach with Philips. And all were created with you in mind. So no matter which one aligns with your strategic vision and service priorities, it will be the right fit – for you.

## Why RightFit Assist?

- Take advantage of unprecedented flexibility to build a custom service agreement that meets the specific needs of your facility
- Help minimize expenses and reduce risk with dollar-based pools of parts, labor, or a combination of both parts and labor
- Help reduce spending with pools of strategic parts across multiple systems
- Develop the skills and expertise of your in-house team with OEM-designed and certified training

Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and remote diagnostic services.

Beyond the core offering, you can select a full range of service options including full parts coverage, transducer coverage, and parts and labor pools to tailor RightFit Assist to the needs of your team. Even choose standard and high-end service options previously reserved for premium comprehensive service agreements.

## The service solution that grows as you do

RightFit Assist is a customizable offering from the Philips RightFit service portfolio that delivers diagnostics software licenses for system access and service documentation. It also includes unlimited technical telephone support from our USA-based

What's more, RightFit Assist offers you the flexibility to change your service coverage annually as your needs change and the skills of your in-house team grow. It's one more way Philips is working together with you to make a difference.

## Ultrasound

### Philips leads industry in customer satisfaction

Year after year, Philips Healthcare Ultrasound has been recognized for excellence according to independent IMV ServiceTrak™ surveys.<sup>1</sup> Customers have consistently ranked Philips #1 in overall performance and #1 in overall manufacturer satisfaction with the highest marks in customer satisfaction for all Ultrasound Systems, including Cardiology, Radiology, and OB/GYN.

Over 2,000 customers ranked services on the following criteria:

- Manufacturer satisfaction
- System performance
- Service agreement satisfaction
- Service performance
- Phone support
- Remote services
- Service engineer performance
- Emergency service performance



### A broad range of value-added features and options

Our flexible, effective solutions give you the power of choice in service. Your Philips RightFit Service Agreement Assist provides a wide range of options to meet your needs. You may choose to enhance the agreement with on-site clinical training, supplemental coverages, and extended system maintenance.

The success of your organization depends on people. Philips RightFit Service Agreements are designed with that in mind – developing your staff, improving your organization's efficiency, and increasing patient satisfaction. Philips Customer Services supports you in every way, assuring there is no compromise between productivity and patient care.

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 for Ultrasound

Labor	
Labor coverage	Optional, Monday – Friday 8 a.m. – 5 p.m.
On-site response	Next day
Planned maintenance	Optional
Preferred labor rates	Included
Diagnostics licensing and documentation	Included (requires completion of customer engineer training)
Parts	
Standard parts coverage	Optional
Transducer only coverage	Optional
Parts delivery	Next day
Strategic Parts Coverage	
Transducers (Transducer Pool or Dollar Pool)	Optional
Pools	
Parts and strategic parts pools	Optional
Labor pool	Optional
Combination pools	Optional
Lifecycle	
Software and hardware updates (Reliability and Performance Enhancement)	Included
Customer Care Solution Center	
Remote diagnostics	Included
Clinical telephone support	Included
Solutions Enhancements	
Clinical Education Flex Account	Optional
BioMed Engineer Training	Optional*
Philips Healthcare Consulting	Optional

\* If your in-house biomedical engineering team is not yet trained on the Philips Ultrasound system, purchase of training is required



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](http://www.philips.us/RightFit)