



PHILIPS

Customer services

Patient monitoring

Putting you first has its rewards

Philips ranked #1 in OEM service performance

We understand that you count on us to help keep your patient monitoring systems up and running. Just as your patients count on you to deliver quality care when they need it most. The IMV ServiceTrak™ survey on Patient Monitoring is one of the many ways we make sure we're meeting your needs and expectations. In 2016, Philips Patient Monitoring was rated #1 in Overall OEM Service Performance for the thirteenth time in eighteen years this independent research has been conducted. The results are a direct reflection of our commitment to the people who matter most – you and your patients.



Measuring the total customer experience

In the 2016 Patient Monitoring System survey by IMV Limited, healthcare professionals like you were asked to grade patient monitoring system manufacturers on a broad range of factors. Included were ratings around overall manufacturer performance, service performance, phone support, and field service engineer performance – all of which are essential to exceptional customer service.

The highest ratings – across the board

Not only did Philips achieve the #1 ranking in overall service performance, we were at the top in several important categories – a tribute to Philips service professionals and their dedication to helping you deliver better care to more people at a lower cost.

Philips rated #1 in:

- Overall service performance
- Overall manufacturer performance
- Overall OEM training program

The result? In 2016, you have rated us #1 again in overall service performance. In fact, Philips was ranked #1 in important service categories such as timeliness of engineer arrival on-site and our ability to resolve technical issues by phone. This demonstrates our commitment to resolve your service issues quickly and efficiently, minimizing disruption to your patient care. We also scored a #1 rating in many other service, support, manufacturer and equipment attributes.

Satisfaction with service and support

Overall service performance	#1
Current service arrangement meets needs	#1
Service follow-up	#1
Availability of replacement parts	#1
Degree commitments met by engineer	#1
Timeliness of engineer arrival on-site	#1
Timely phone response by engineer	#1
Ability to resolve technical issues by phone	#1

Satisfaction with manufacturer

Overall manufacturer performance	#1
Overall OEM training program	#1

Count on us as your patients count on you

Delivering responsive, quality care to your patients is challenging enough. The last thing you want to worry about is if your monitoring system is operating at its full potential. Philips works as one with your team to help you deliver high level service. Philips support services include proactive remote monitoring, flexible service agreements, preventive maintenance, and adaptive business models. A full range of clinical services is available as well.

The 2016 IMV ServiceTrak™ Survey on Patient Monitoring is further evidence that you can count on Philips as your patients count on you.



About the ServiceTrak™ survey

IMV Limited is an independent healthcare research company with more than 20 years experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak™ is one of the most recognized and trusted annual surveys in the healthcare industry. Participants are drawn from a randomized database of U.S. hospitals and independent radiology. The 2016 ServiceTrak Patient Monitoring Systems report is based on data collected from 758 U.S. respondents.



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

