



**PHILIPS**

***RightFit***

Service Agreements

# Uncompromised performance

## **RightFit Uptime**

Do you need optimum service performance to keep your imaging equipment up and running? Philips RightFit Service Agreement Uptime delivers – with an industry-leading 99% uptime guarantee and a variety of other services designed to help you make the most of all your imaging systems.

# Designed around you

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.

## No time for downtime

RightFit Uptime is our premier offering within the Philips service portfolio for organizations where downtime is not an option. Beyond a 99% uptime guarantee, this all-inclusive agreement provides the highest standard of service delivery. It includes our fastest on-site response and expedited parts delivery – with priority access to our regional parts depots – to ensure that our engineers and parts are on-site when you need them.

With RightFit Uptime, weekday coverage extends beyond our standard 8 a.m. to 5 p.m. service hours until 9 p.m. Plus, we offer the flexibility to schedule planned service maintenance from Monday to Friday, 7 a.m. to midnight, and on Saturday from 8 a.m. to 5 p.m., to help you optimize patient workflow during business hours.

To increase your peace of mind, RightFit Uptime provides technical and clinical telephone support from our USA-based Customer Care Solutions Center. You have instant access to around-the-clock live assistance, as well as 24/7 remote monitoring and diagnostic services.

## Multi-Vendor Services also available

Chances are you're managing and servicing clinical equipment from numerous vendors. Philips Multi-Vendor Services can help. Our comprehensive programs consolidate all your service requirements under one contract. You get single source accountability, a single service agreement, and a single invoice. Simplicity – so you can focus on delivering quality patient care.

## Why RightFit Uptime?

- Maximize patient workflow with the only Philips offering guarantee 99% uptime
- Extended service hours with 8 a.m. to 9 p.m.
- Rapid delivery of parts with expedited service
- Help increase patient throughput during the week with flexible planned maintenance service hours
- Receive a 25% discount on Lifecycle Solutions Catalog purchases



## RightFit Uptime services

| Service delivery   |   |
|--|---|
| Uptime guarantee   | 99%<br>(UPS and connection to Philips Remote Network required)  |
| Transition Assist  | Optional  |
| Labor  |   |
| Labor coverage   | Monday – Friday, 8 a.m. – 9 p.m.<br>(includes first year warranty)  |
| On-site response   | 2 hours upon customer request where available   |
| Planned maintenance  | Monday – Friday, 7 a.m. – midnight and<br>Saturday, 8 a.m. – 5 p.m.   |
| Preferred labor rates  | Included  |
| Diagnostics licensing and documentation                                    | Included with Transition Assist<br>(requires completion of customer engineer training)  |
| Parts  |   |
| Standard parts coverage  | Included  |
| Parts delivery   | Expedited   |
| Strategic parts coverage   |   |
| Magnet Maintenance Package<br>(Cryogenics, Magnet Insurance, Coldhead)     | Included  |
| Surface coils  | Included  |
| Chiller coverage   | Optional  |
| Crystals and Photomultiplier tubes (PMTs)                                  | Included  |
| X-ray tubes, image intensifiers, detectors                                 | Included  |
| Pools  |   |
| Parts and strategic parts pools  | Optional  |
| Combination pools  | Optional  |
| Lifecycle  |   |
| Software and hardware updates<br>(Reliability and performance enhancement) | Included  |
| Philips Technology Upgrades (PTU)  | Included  |
| Lifecycle Solutions Catalog discount                                       | Free power monitoring and Lifecycle Solutions Catalog<br>purchases discount including UPS at 25% off (not available<br>for glassware purchases) |
| Customer Care Solution Center  |   |
| Remote services  | Included  |
| Technical telephone support  | Included  |
| Clinical telephone support   | Included  |
| Solutions enhancements   |   |
| Service Management Reports   | Philips Service Information, Utilization Essentials,<br>Customer Loyalty Meetings Quarterly   |
| Clinical Education Flex Account  | Optional  |
| Technical Training Flex Account  | Optional  |

Availability of all options depends on system type and software release levels.

## Detailed definitions\*

**Uptime Guarantee:** Provides guarantee of equipment availability to scan patients.

**Transition Assist:** Ability to move from our full coverage agreement to a Support agreement during the agreement term. System diagnostics licensing and service documentation is received upon technical training.

**Labor Coverage:** The defined local available service hours for the service agreement.

**On-Site Labor Response:** Upon customer request, the time for a qualified Philips field service engineer to arrive at the customer site to perform maintenance services.

**Planned Maintenance:** Activities performed according to an equipment schedule to review safety, image quality, calibrations, equipment cleaning, performance trials and any other planned service prescribed by Philips.

**Expedited Parts Delivery:** Fastest means available including regional parts depot, next flight out or national depot as needed. Priority access to Philips regional parts depots, stocked with critical parts.

**Pools:** Various pool options offer significant discounts on parts and labor and predictable costs distributed evenly over each year of the agreement.

**Philips Technology Upgrades (PTU):** Hardware replacement and software upgrades.

**Lifecycle Solutions Catalog:** Catalog of accessories and small upgrades.

**Remote Services:** Operating 24/7, the Customer Care Solutions Center provides remote services through predictive and proactive monitoring and diagnosis of imaging equipment.

**Technical Telephone Support:** Available 24/7, technical telephone support from the Philips Customer Care Solutions Center.

**Clinical Telephone Support:** Available during service agreement coverage hours, clinicians answer and support clinical questions related to the correct operation of the imaging system device.

**Utilization Essentials:** Compilation of workflow-related reports for visibility into system utilization and potential opportunities for business improvements.

**Philips Service Information (PSI):** A dashboard of service status reports for simplifying administrative and regulatory reporting.

**Flex Account Option:** Budgeted account for training in-house technical team or clinical staff to be used during term of the service agreement.

\* All services subject to terms of Philips RightFit Service Agreements.



## To learn more

Want to know more about Philips RightFit Service Agreement Uptime? Please contact your Philips sales representative or visit [www.philips.com/commitment](http://www.philips.com/commitment).

