



**PHILIPS**

*RightFit*

Service Agreements

# Basic care

## RightFit Value

Is controlling costs your number one priority? Then your best choice for support is Philips RightFit Service Agreement Value – an economy-minded offering designed to help you balance your clinical needs with your financial realities.

# 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.

## **Keep costs low and quality high**

RightFit Value is a thorough offering from the Philips RightFit service portfolio for customers looking for creative ways to minimize the service expenses while hedging some of the risk. It's a sound solution for hospitals facing the need to keep costs low and the quality of patient care high.

RightFit Value includes parts coverage, planned maintenance, and the majority of corrective maintenance – all at a very aggressive price point. Services such as uptime guarantee and clinical phone support are excluded.

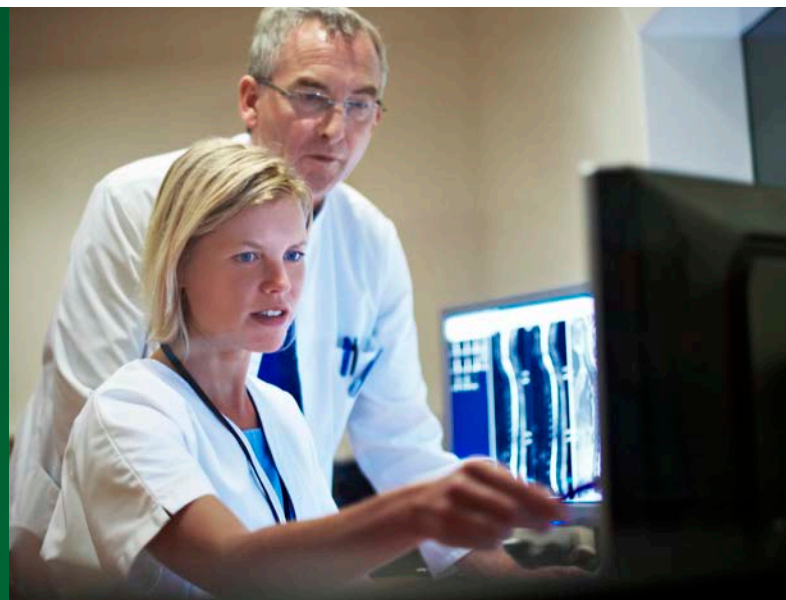
This cost-conscious service offering also includes technical telephone support from our USA-based Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services.

## **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 Philips RightFit Value?

- Reduce unexpected bills for critical parts needed to maintain or repair your system with full parts coverage
- Cover your corrective maintenance with a bank of labor hours you can use as needed to keep your system operating at full capacity
- Experience peace of mind knowing that your equipment is being maintained according to OEM standards with planned maintenance



## RightFit Value services

| Service delivery                                                           |                                                                                                                    |
|----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Transition Assist                                                          | Optional                                                                                                           |
| Labor                                                                      |                                                                                                                    |
| Labor coverage                                                             | Bank of labor hours*<br>Monday – Friday, 8 a.m. – 5 p.m.,<br>unlimited labor optional                              |
| On-site response                                                           | Next day                                                                                                           |
| Planned maintenance                                                        | Monday – Friday, 8 a.m. – 5 p.m.                                                                                   |
| Preferred labor rates                                                      | Included                                                                                                           |
| Diagnostics licensing and documentation                                    | Included with Transition Assist (requires completion of customer engineer training)                                |
| Parts                                                                      |                                                                                                                    |
| Standard parts coverage                                                    | Included                                                                                                           |
| Parts delivery                                                             | Next day                                                                                                           |
| Strategic parts coverage                                                   |                                                                                                                    |
| Magnet Maintenance Package<br>(Cryogens, Magnet Insurance, Coldhead)       | Included                                                                                                           |
| Surface coils                                                              | Included                                                                                                           |
| Chiller coverage                                                           | Optional                                                                                                           |
| Crystals and Photomultiplier tubes (PMTs)                                  | Included                                                                                                           |
| X-ray tubes, image intensifiers, detectors                                 | Optional                                                                                                           |
| Pools                                                                      |                                                                                                                    |
| Parts and strategic parts pools                                            | Optional                                                                                                           |
| Lifecycle                                                                  |                                                                                                                    |
| Software and hardware updates<br>(Reliability and performance enhancement) | Included                                                                                                           |
| Lifecycle Solutions Catalog discount                                       | Lifecycle Solutions Catalog purchases discount at 10% off<br>(not available for glassware purchases, excludes UPS) |
| Customer Care Solution Center                                              |                                                                                                                    |
| Remote diagnostics                                                         | Included                                                                                                           |
| Technical telephone support                                                | Included                                                                                                           |
| Clinical telephone support                                                 | Optional                                                                                                           |
| Solutions enhancements                                                     |                                                                                                                    |
| Service Management Reports                                                 | Reports available upon request                                                                                     |
| Clinical Education Flex Account                                            | Optional                                                                                                           |
| Technical Training Flex Account                                            | Optional                                                                                                           |

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

\* Number of labor hours in bank may vary by modality.

## Detailed definitions\*

**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.

**Next Day Parts Delivery:** Delivery next business day.

**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.

**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 Value? Please contact your Philips sales representative or visit [www.philips.com/commitment](http://www.philips.com/commitment).

