



Right for all

Philips RightFit Service Agreements for Multi-Vendor Service

PHILIPS
sense and simplicity

Many vendors, one service solution

Do you need to manage and service clinical equipment from a number of different suppliers? Philips RightFit Service Agreements for Multi-Vendor Service can help make it easy. Our comprehensive offerings consolidate all your service requirements under one contract. You get a single source for equipment and service management – with one point of contact, one invoice, and one company you can rely on to deliver the quality parts and expert service you need to keep your systems performing at their peak.

A new service portfolio designed around you

Philips RightFit Service Agreements for Multi-Vendor Service include a comprehensive range of options to best fit your organization. All offer a superb service experience, open communications, and a hands-on approach to working 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.

One hospital, one contract: yours

We understand that no two Philips Healthcare customers have the same priorities – especially when it comes to servicing your medical equipment. Some demand immediate response to keep imaging systems performing at peak capacity. Others place the highest value on keeping costs down and equipment up and running.

Now you can manage and service equipment from all your providers with a single Philips RightFit Service Agreement for Multi-Vendor Service designed to match your most important strategic priorities and urgent service needs.



Philips RightFit Service Agreements for Multi-Vendor Service at a glance

Our enhanced services portfolio is based on insights gleaned from more than two years of comprehensive research and more than 2,000 interviews with healthcare decision makers and influencers around the world. As a result, we're confident that Philips RightFit Service Agreements for Multi-Vendor Service include options to help you meet the challenges of doing business in today's healthcare environment. Which one is right for you? Ask your Philips Healthcare sales representative.

Uptime



Protection



Primary



Value



Support



Labor	Labor Coverage	On-site Response Time	Planned Maintenance	Parts	Parts Delivery	Parts Coverage	Strategic Parts Cryogenics, Magnet Insurance, Coldhead, and Coils
	Unlimited labor coverage 8 a.m. – 9 p.m. weekdays	2 hour on-site response time where available upon customer request (4 hours elsewhere)	7 a.m. – midnight weekdays, 8 a.m. – 5 p.m. Saturdays		Expedited parts delivery	Unlimited	
Unlimited labor coverage 8 a.m. – 9 p.m. weekdays	4 hour on-site response time upon customer request	8 a.m. – 9 p.m. weekdays	Earliest next day parts delivery	Unlimited	Included for MR system		
Unlimited labor coverage 8 a.m. – 5 p.m. weekdays	4 hour on-site response time upon customer request	8 a.m. – 5 p.m. weekdays	10:30 a.m. next day parts delivery	Unlimited	Included for MR system		
Cap on labor hours based on modality 8 a.m. – 5 p.m. weekdays	Next day on-site response time	8 a.m. – 5 p.m. weekdays	Next day parts delivery	Unlimited	Included for MR system		
Second response unlimited labor coverage 8 a.m. – 5 p.m. weekdays	4 hour on-site response time	Optional	10:30 a.m. next day parts delivery	Unlimited parts included and optional pools	Included for MR system		

Crystals and PMTs	X-ray Tubes, Image Intensifiers, and Detectors	Uptime Guarantee	Uptime Guarantee	Customer Care Solutions Center	Technical Telephone Support	Remote Service	Solution Enhancements	Service Management Reports	Continuing Education Units (CEU)
Included for Nuclear Medicine systems	Included	99%			Included	Included		Available	Included
Included for Nuclear Medicine systems	Included	98%			Included	Included		Available	Optional
Included for Nuclear Medicine systems	Optional	98%			Included	Included		Available	Optional
Included for Nuclear Medicine systems	Optional				Included	Included		Available	Optional
Included for Nuclear Medicine systems	Optional				Included	Included		Available	Optional

Uncompromised Performance Are maximum uptime and system performance essential to your business? Philips RightFit Service Agreement Uptime is our most comprehensive service plan with an industry – leading 99% uptime guarantee, and an extended weekday coverage from 8 a.m. to 9 p.m. to optimize system availability and performance. This premium

offering includes expedited parts delivery using our fastest parts delivery method. RightFit Uptime also supports you with flexible planned maintenance from Monday to Friday, 7 a.m. to midnight, and Saturday, 8 a.m. – 5 p.m., so you can streamline patient workflow during business hours.

Robust Security If you're looking for the comfort and peace of mind that comes from placing your service needs in our hands, Philips RightFit Service Agreement Protection is for you. This robust offering provides complete coverage including strategic parts (tubes, flat detectors, and image intensifiers),

extended weekday coverage from 8 a.m. to 9 p.m., and earliest next-day parts delivery. With a 98% uptime guarantee, you can be confident that your systems will be maintained at the highest of standards.

Flexible Advantage Do you want maximum flexibility to tailor service coverage to your business needs? Philips RightFit Service Agreement Primary is often the right choice. This balanced service offering meets basic needs related to uptime,

on-site response, and parts delivery. In addition to full parts coverage – and both corrective and planned maintenance by trained Philips service engineers – you'll be able to pick and choose from our full range of coverage options.

Basic Care When your number one priority is price, the ideal solution is Philips RightFit Service Agreement Value. This basic service package is for those willing to exclude features such as an uptime guarantee in order to meet financial requirements.

RightFit Value includes full parts coverage, planned maintenance, as well as a bank of hours to cover corrective maintenance.

Cooperative Relationship Support your in-house engineers by giving them secure access to parts and technical expertise. Philips RightFit Service Agreement Support delivers unlimited second-response labor and full coverage for critical parts like PET crystals, photomultiplier tubes, MR cryogens,

and coils. RightFit Support also gives you options for strategic parts (tubes, flat detectors, image intensifiers) coverage, parts and labor pools, and premium value-added services. It's Philips way of showing our commitment to working with your in-house organization.

Every RightFit Service Agreement for Multi-Vendor Service is powered by Philips

No matter which RightFit Multi-Vendor Service Agreement aligns with your strategic priorities and business needs, you get seamless support for your systems from a leader in diagnostic imaging. So you can focus on what matters most – delivering excellent patient care.



State-of-the-art modality support

To help you improve productivity, Philips can simulate your working environment in our Modality Data Center. We can model workflow patterns across Philips clinical products and software, as well as select equipment from other vendors. Our knowledgeable specialists have access to our global database, so they can quickly provide answers to your questions.

Powerful remote services

Philips Remote Services (PRS) is one of your most valuable resources. Our clinical and technical experts can connect to your Philips medical equipment – as well as select systems from other manufacturers – over secure, encrypted communications links via an advanced, broadband network. This same network can be used for fast technical diagnosis and proactive monitoring.



Make the most of your assets

Increase availability, improve productivity, and lower costs by adding Philips Asset Management to any RightFit Multi-Vendor Service Agreement. This integrated Web-based tool helps you manage assets, track service and work orders, monitor preventive and corrective maintenance, and generate real-time customized reports.



Superb customer service

Behind every Philips RightFit Multi-Vendor Service Agreement is a dedicated team of knowledgeable, responsive, and caring service associates.

Expert customer care

Every Philips RightFit Service Agreement includes 24/7 access to our USA-based Customer Care Solutions Center. Since Philips experts are trained on the specifics of many systems – from Philips and others – they can address your needs as they arise. Technical support is just one call away.

Flexible service plans built on a solid foundation

- Performance assurance
- Lifecycle solutions
- Supplemental coverage
- Solution enhancements
- Speedy response to system failure

**Philips Healthcare is part of
Royal Philips Electronics**

How to reach us

www.philips.com/healthcare
healthcare@philips.com

Asia

+49 7031 463 2254

Europe, Middle East, Africa

+49 7031 463 2254

Latin America

+55 11 2125 0744

North America

+1 425 487 7000

800 285 5585 (toll free, US only)

Please visit www.philips.com/commitment



© 2011 Koninklijke Philips Electronics N.V.
All rights are reserved.

Philips Healthcare reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.

Printed in USA
4522 962 71701 * AUG 2011