



# Right for you

Philips RightFit Service Agreements

**PHILIPS**

sense and simplicity

**Uncompromised Performance** Are maximum uptime and system performance essential to your business? Philips RightFit Service Agreement Uptime is our most comprehensive service plan. It offers an industry-leading 99% uptime guarantee, extended weekday coverage from 8 a.m. to 9 p.m., and business and clinical consulting to help keep your systems up and running.

This premium offering includes expedited parts delivery using our fastest parts delivery method, along with priority access to our regional parts depots. 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 focus on 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 OEM 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, RightFit Protection means 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 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 choice is Philips RightFit Service Agreement Value. This basic service agreement is for those willing to exclude features such as an uptime guarantee and clinical phone support 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 OEM 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 cryogenics, 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.

**Core Reinforcement** Philips RightFit Service Agreement Assist offers you the flexibility to create a customized solution based on the talent and technical skills of your in-house staff and your budgetary requirements. RightFit Assist gives you access to diagnostic software, service documentation licenses, and remote

diagnostics, as well as unlimited technical phone support from our USA-based Customer Care Solutions Center. You can also select from a wide range of coverage options including full parts, parts and labor pools, and Philips Technology Upgrades.

# A new service portfolio designed around you

Philips RightFit Service Agreements include a comprehensive range of options to best fit your service needs. All offer a great 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.

## **Your hospital, your needs, your agreement**

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.

No matter what your needs, you can get a flexible customer service agreement to match your most important strategic priorities and urgent service needs – with Philips RightFit Service Agreements.

## **A result of extensive research**

Our new portfolio of services is based on the 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, including both Philips and non-Philips customers. Responses were collected across imaging systems, across regions, and across facility types to create a clear understanding of broad market needs. In addition to the quantitative study, we launched field teams to validate the findings with our current customers.

As a result, we're confident there's a Philips RightFit Service Agreement that will address the needs of your business in today's healthcare environment.



## Philips RightFit Service Agreements at a glance

Philips RightFit Service Agreements were designed from the ground up to help you meet your service challenges and address your business priorities. This flexible portfolio offers a range of coverage – from premium service plans to standard service support agreements that align with your budget and in-house service capabilities. Philips has a solution that's right for you.

Uptime



Protection



Primary



Value



Support



Assist



Labor	Labor			Parts	Parts		Strategic Parts
	Labor Coverage	On-site Response Time	Planned Maintenance		Parts Delivery	Parts Coverage	
	Unlimited labor coverage 8 a.m. – 9 p.m. weekdays, including in-warranty	2 hour on-site response time upon customer request where available (4 hours elsewhere)	7 a.m. – midnight weekdays, 8 a.m. – 5 p.m. Saturdays		Expedited parts delivery	Unlimited	Included
	Unlimited labor coverage 8 a.m. – 9 p.m. weekdays, including in-warranty	4 hour on-site response time upon customer request	8 a.m. – 9 p.m. weekdays		Earliest available next day parts delivery	Unlimited	Included
	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
	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
	System diagnostics access with Second Response Unlimited labor coverage 8 a.m. – 5 p.m. weekdays	4 hour on-site response time upon customer request	Optional		10:30 a.m. next day parts delivery	Unlimited parts included and optional pools	Included
	System diagnostics access with optional labor coverage 8 a.m. – 5 p.m. weekdays	Next day on-site response time	Optional		Next day parts delivery	Optional unlimited parts and pools	Optional

Crystals and PMTs	X-ray Tubes, Image Intensifiers, and Detectors	Uptime Guarantee	Uptime Guarantee	Solution Enhancements	Education	Philips Technology Upgrades	Philips Healthcare Consulting
Included	Included	99%	99%		16 hours clinical education included. 30 Continuing Education Units (CEUs) included. Optional Clinical Education and Technical Training Flex Accounts	Included	12 business days Continuous Performance Improvement Consulting
Included	Included	98%	98%		Optional Clinical Education and Technical Training Flex Accounts	Optional	Optional
Included	Optional	98%	98%		Optional Clinical Education and Technical Training Flex Accounts	Optional	Optional
Included	Optional				Optional Clinical Education and Technical Training Flex Accounts	Optional	Optional
Included	Optional				Optional Clinical Education and Technical Training Flex Accounts	Optional	Optional
Optional	Optional				Optional Clinical Education and Technical Training Flex Accounts	Optional	Optional

# Every RightFit Service Agreement is powered by Philips

No matter which Philips RightFit Service Agreement aligns with your strategic priorities and business needs, you get seamless support for your systems from a leader in diagnostic imaging. This means 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 – including workflow patterns across all Philips products and software. 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 equipment over secure, encrypted communications links via an advanced, broadband network. This same network can be used for fast technical diagnosis, proactive monitoring, and efficient software upgrade distribution.

## Superb customer service

Behind every Philips RightFit 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 your system, they can address your needs as they arise. Clinical and technical support is just one call away.

### **Customized education and training**

Make the most of your investment with the industry's most comprehensive clinical education and training programs to ensure optimum system utilization – from the first day of installation throughout its entire life cycle.

### **Flexible service plans built on a solid foundation**

- Speedy response to system failure
- Uptime guarantee
- Upgrades and updates
- Lifecycle solutions
- Hardware and software upgrades
- Strategic parts coverage
- Solution enhancements

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

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Printed in USA  
4522 962 71691 \* AUG 2011