



Working together to make a difference

Philips RightFit Service Agreements

PHILIPS

sense and simplicity



Why Philips?

Philips RightFit Service Agreements help you:

- Accurately match your service coverage to your business needs
- Maximize your return on investment
- Increase system uptime, performance, and productivity
- Lower your total cost of ownership





A service portfolio designed around you

One solution: yours

Every healthcare organization has its own priorities – especially when it comes to servicing medical equipment. Some rely on rapid, on-demand response to keep their systems performing at peak capacity. Others need immediate parts and service availability to maximize uptime. And many require a mix of maintenance, clinical, and business services to optimize clinical applications expertise and workflow efficiency, while delivering quality patient care.

No matter what your strategic priorities or service needs, there's a Philips RightFit Service Agreement designed to help you meet them. Our flexible portfolio includes a comprehensive range of modular service options that can be tailored to your mission, your vision, and your challenges. So regardless of which Philips RightFit Service Agreement aligns with your business needs, it will be the right fit – for you.

Focused on you

Because all Philips RightFit Service Agreements were designed with you in mind, you can expect a great service experience, a hands-on partnership with Philips, and open communications. Our new service portfolio is one more way Philips is working to make a difference to you, your clinicians, and your patients.



A great service experience starts here

Get the support you need

A great service experience is just as important to improving reliability, maximizing uptime, and increasing operational efficiency as having the right service contract.

Philips has one of the most experienced healthcare field service networks – with almost 7,000 field service engineers around the globe. Our knowledgeable, dedicated team is committed to providing fast and thorough service aimed at getting it right the first time, every time. These experienced service professionals work with our call agents and Philips technical and clinical experts to provide you with the quick response you need to resolve even the most challenging technical issues.

We're with you right from the start

Philips technical experts also serve as trusted advisors to help you simplify operations and streamline workflow, so you have more time to focus on your patients. We offer a comprehensive services portfolio to help simplify the way you work at every stage of system ownership.

A world of spare parts, close to you

Our global Forward Stocking Locations* program ensures that Philips genuine OEM parts are available to you when and where you need them. So you can keep your Philips systems operating at peak capacity to improve uptime, workflow and, as a result, patient care.

* NOTE: Forward Stocking Locations program specifications vary by service agreement and geographic region.



Philips NetForum

Our NetForum online community is your opportunity to connect, share, and learn from over 17,000 peers around the globe. Get instant access to clinical case studies, application tips, exam protocols, utilization management tools, and more posted by Philips and other experts in the healthcare community. Visit www.philips.com/netforum to join in the discussion.

One call

Philips world-class Customer Care Solutions Centers support the entire Philips product portfolio: CT, MRI, Nuclear Medicine, PET, Interventional X-ray, Ultrasound, Healthcare Informatics, PACS, Patient Monitoring, and Cardiac Care. Help is just one call away. Our call centers provide quick access to the proper level of technical and clinical support you need, when you need it.





Simplify life with our maintenance, clinical, and business options

Technology Upgrades

Philips Technology Upgrades allow you to stay current with new operating software and hardware releases to maximize your investment in Philips systems. Choose Technology Upgrades as an option to your RightFit agreement and your systems will be refreshed with new technology as soon as it becomes available.

Remote Services

Philips Remote Services provide you with continuous support to maximize system uptime and deliver innovative services. With proactive monitoring, many problems can be identified, diagnosed, and fixed without interrupting your busy schedule – before they impact patient care. Sophisticated security features provide protection for your networks, your medical systems, and your patients' privacy.

NOTE: Please check with your local service representative for services available in your region.



Utilization Services

Philips Utilization Services provide you with detailed insights into exactly how your systems are being used during exams and identify idle capacity. You can use this information to plan and implement changes to improve your system usage, workflow efficiency, and return on investment.

Education

Our Healthcare Education program offers technical, clinical, and continuing education programs to keep your staff up to date on advanced procedures, build their knowledge and value, and master the workings of your medical systems. Our flexible programs are available online, in our classrooms around the world, and at your site.

Consulting Services

Philips Healthcare Consulting provides an unbiased perspective to help you achieve stronger performance. Our experts have a proven track record in performance improvement, operations management, business technology, organizational development, strategy and marketing services. Philips is committed to helping you improve operational performance and productivity, while increasing cost savings and enhancing revenue.

Ambient Experience

Philips can help you create an improved healing environment with Ambient Experience. We draw on our evidence-based design principles and deep understanding of the needs for patients, their families, and your staff to help you create an improved healing environment. Ambient Experience includes architectural and interior design considerations including simplification of space, lighting, sound, and projection.

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

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What's your right fit?

Please contact your local Philips services representative to learn how we can help you find the right service agreement to meet your needs.

Please visit www.philips.com/serviceagreements



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