



PHILIPS

Healthcare

RightFit Service Agreements

Support for your in-house team

Philips RightFit Service Agreement Support for Ultrasound

Excellent service is the centerpiece of a Philips Service Agreement. Philips RightFit Service Agreement Support strengthens your ability to achieve clinical excellence by partnering with your in-house biomedical engineers.

The right fit for **your in-house team**

When you purchase the latest ultrasound imaging equipment, you expect uncompromising clinical performance and an excellent return on your investment. RightFit Support harnesses the power of Philips and your biomedical team allowing you to achieve the clinical and financial results you need.

We're here to support you

Dedicated local, factory-trained service engineers augment your biomedical staff and provide award-winning service and solutions. Partnering with your in-house team, your Philips Service Engineer provides excellent protection for your investment. You have the confidence of knowing that the full resources and knowledge of Philips support you and your team to achieve higher productivity and peak performance.

The Philips Customer Care Service Center in Atlanta has a full team of medical experts – technical and clinical applications associates – to work with you. Philips Remote Services links your Philips ultrasound equipment to our Remote Services Network, enabling and accelerating remote clinical and technical support, problem diagnosis, and corrective maintenance.

The tangible benefits of Philips

RightFit Service Agreement Support

- Next day on-site service and parts delivery
- Genuine Philips replacement parts
- Skilled technical expertise
- Planned Maintenance
- Technical and clinical applications support
- System upgrade and education discounts

Ultrasound

Philips leads industry in customer satisfaction

Year after year, Philips Healthcare Ultrasound has been recognized for excellence according to independent IMV ServiceTrak™ surveys.¹ Customers have consistently ranked Philips #1 in overall performance and #1 in overall manufacturer satisfaction with the highest marks in customer satisfaction for all Ultrasound Systems, including Cardiology, Radiology, and OB/GYN.

Over 2,000 customers ranked services on the following criteria:

- Manufacturer satisfaction
- System performance
- Service agreement satisfaction
- Service performance
- Phone support
- Remote services
- Service engineer performance
- Emergency service performance



A broad range of value-added features and options

Our flexible, effective solutions give you the power of choice in service. Your Philips RightFit Service Agreement Support provides comprehensive protection with additional features such as generous upgrade and education discounts. You may choose to enhance the agreement with options for on-site clinical training, supplemental transducer coverage, and extended system maintenance. If your in-house biomedical engineer has not yet been trained on the Philips Ultrasound system, a BioMed training class will also be required.

The success of your organization depends on people. Philips RightFit Service Agreements are designed with that in mind – developing your staff, improving your organization's efficiency, and increasing patient satisfaction. Philips Customer Services supports you in every way, assuring there is no compromise between productivity and patient care.

Philips Customer Services is service that works for you. Call our Customer Care Solutions Center at 800-722-9377.

www.philips.com/healthcare



Philips RightFit Support for Ultrasound

Hardware and software coverage

Standard hours of coverage	Monday – Friday 8 a.m. – 5 p.m.
Next-day on-site response	Included
Labor and travel	Included
Standard Parts coverage	Included
Preferred labor rates	Included

Performance assurance

Planned Maintenance	1 per year
Additional Planned Maintenance	Optional

Upgrades and updates^{*}

System upgrade discounts	35%
Transducer discounts	35%
Software updates	Included

Remote services

Technical support	Included
Clinical applications support	Included
Remote diagnostics	Included

Education and training

Biomedical engineer training (tuition)	Optional**
On-site clinical education	Optional

Supplemental coverage

Accidental transducer damage protection discount	50%
TEE Primary coverage***	Optional
TEE Assist coverage***	Optional

Solutions Enhancements

On-board diagnostics	Included
Utilization Reports	Included

^{*} Upgrades do not include platform changes.

^{**} Biomedical engineer training is required if your in-house engineer has not yet been trained.

^{***} Available as stand-alone service agreements.

Availability of all options depends on system type and software release levels. These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. The specific features and options for your equipment are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.

1 ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company which has been analyzing the medical imaging, clinical diagnosis, and analytical instrument markets since 1990. ServiceTrak reports provide objective, non-anecdotal benchmarks of service levels, as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of U.S. hospitals.



Please visit www.philips.us/RightFit