



Built on trust

Philips Ultrasound Services ranked **#1** for 26 years in a row

Philips Ultrasound ranks first in overall manufacturer performance, and 34 other categories based on customer rankings in the 2018 IMV ServiceTrak™ Survey. The report reflects the responses of 1,068 imaging professionals measuring satisfaction with manufacturer, system, and service performance.

Customers were asked to rate manufacturers on performance factors across the product ownership lifecycle, including satisfaction with service, manufacturer and system, service engineer, and training.

Manufacturer performance

Overall manufacturer performance	#1
Probability of repurchase*	#1
Technology leadership	#1
Usefulness of system documentation	#1
Overall OEM applications training program	#1

System installation process

System installation process*	#1
Effective communication and coordination of install team	#1
Competence of install team*	#1

System performance

Overall system performance	#1
Image quality meets expectations	#1
System software ease of use	#1
Reliability of transducer probes	#1
Reliability of hardware	#1
Reliability of software*	#1
System uptime meets expectations	#1

Service performance

Overall service performance	#1
Service follow-up	#1
Availability of replacement parts	#1
OEM preventative maintenance program	#1
Effective escalation by service team	#1

System training

On-site applications training*	#1
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OEM clinical applications performance

Speed of identifying the specific problem by the applications specialist	#1
Speed of resolving the specific problem by the applications specialist	#1

* #1 ranking for Ultrasound Cardiology Systems.

OEM phone support performance

Ease connecting to phone support personnel	#1
Phone support engineers understanding issues	#1
Speed of identifying the specific problem by phone	#1
Speed of resolving the specific problem by phone	#1

Service engineer performance

Overall service engineer performance	#1
Timely phone response by engineer	#1
Effective troubleshooting by engineer	#1
Timeliness of engineer arrival on-site	#1
Degree engineer meets commitments	#1
Competence of engineer	#1
Attitude of engineer	#1
Call-backs within 48 hours*	#1

“An exceptional customer experience is rooted in more than a quarter century of distinguished service by Philips.”

Service that works for **you**

Our **commitment** to you never ends

These results reflect Philips commitment to delivering an exceptional sales, service and education experience to you. Philips provides solutions that address needs across the product lifecycle so you can focus on delivering high-quality patient care. The top ranking for manufacturer technology leadership signifies our ability to drive industry standards through continuous innovation. This demonstrates our commitment to our ultrasound customers never ends.

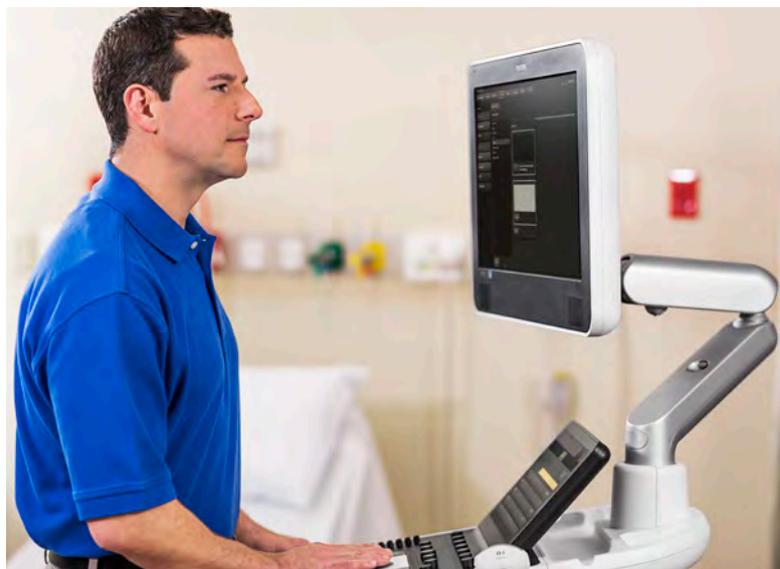
Quality service from qualified people

The desire to meet commitments is a characteristic we seek and nurture in our sales, service, and education teams. Our customers consistently tell us how much they recognize and value this.

The experience and reliability of Philips service personnel play a significant role in customer satisfaction, as indicated by the highest ranking for overall service engineer performance. Their consistent high-quality performance earns Philips service engineers a top rank for overall satisfaction with the manufacturer.

The success of your organization depends on people. Philips services are designed with that in mind – to help you create healing environments, develop your staff, enhance your organization's performance, and increase patient satisfaction.

Depend on us. The resources, training, and support we offer enable you to focus on what's most important – **your patients.**



About IMV

IMV Medication Information Division, part of Science and Medicine Group, specializes in researching the medical imaging and other advanced healthcare technology markets. Since 1977, IMV has been a leading provider of market information to the healthcare industry, providing off-the-shelf reports and customer studies that address the evolving radiology, cardiology, radiation therapy and clinical laboratory markets. IMV's ServiceTrak™ annual series of reports benchmark and monitor customer satisfaction with equipment manufacturers, system performance by product type, and service providers. Respondents are drawn from a randomized database of US hospitals. The 2018 IMV Ultrasound reports are based on data from 1,068 total respondents using approximately 1,600 total ultrasound systems.



Philips customer services
is service that works for you.
Visit **www.philips.com/commitment**

