



PHILIPS

Service Agreements

Comprehensive on-site support

Philips Comprehensive Onsite Service Agreement

The right fit for a comprehensive set of on-site services and support

Philips comprehensive agreements provide onsite support and repairs to address your needs for comprehensive services in today's mission critical healthcare environment.

Philips Comprehensive Onsite Service Agreement addresses your need for comprehensive services to support the clinical and technical needs of your facility. When you purchase Philips solutions, you expect uncompromising clinical performance, an excellent return on your investment, and a low cost of ownership. A comprehensive onsite agreement harnesses the power of Philips to provide a high level of service delivery to assist you in achieving the clinical and financial results you expect from Philips.

A broad range of value-added features

The Comprehensive Onsite Service Agreement will enhance your ownership experience through:

- High-priority level of service delivery and response
- On-site response provided by dedicated Patient Monitoring service team
- Web-based technical support tool, InCenter
- 24 x 7 technical and clinical phone support

Services – A full lifecycle solution

The success of your organization depends on people. Philips Services are designed with that in mind – supporting healing environments, developing your staff and supporting your organization’s goals of lowering cost of care and improving the patient’s experience.

Philips Comprehensive Onsite Service Agreement delivers service via our dedicated Field Service Engineers (FSEs) and Installation Project Managers. This group of over 300 professionals has an average of over 10 years experience servicing Philips Solutions. They are strategically located throughout the country and provide our customers with fast and efficient customer-focused service.

Each FSE completes extensive training each year on Philips solutions and on the latest healthcare industry topics. Course curriculum includes background on Philips monitoring products, lectures on the specific Philips devices and solutions, and hands-on training and troubleshooting on the individual products. Product application, service, installation and product safety testing is also part of the comprehensive training. Our comprehensive training give this team the ability to resolve most problems quickly reducing down time and returning your systems to use. Our Philips solutions FSE’s are required to have advanced IT network certification such as CCNA (Cisco Certified Network Associate).

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

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



For additional details, please visit www.philips.com/rightfit or contact your Philips representative.

Philips Comprehensive Onsite Service Agreement

Service delivery	Standard
Hours of telephone coverage	24 x 7
Initial telephone response	2 hours
Remote services	
Web based self support (InCenter)	Included
Technical telephone support	24 x 7
Clinician telephone support	24 x 7
Direct connect to technical engineer	Included
On-site delivery	
On-site response (Next business day)	Included
On-site service (8-5, M-F)	Included
Overtime labor and travel (Preferred rates)	Included
On-site coverage	24 x 7 (optional)
Parts service	
Part coverage	Included
Part delivery	Priority
Planned maintenance	
Performance assurance	Optional for specified products

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 Philips solutions are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.

