

The Philips logo, consisting of the word "PHILIPS" in a bold, blue, sans-serif font, is positioned in the top left corner of the page. It is set against a white background that is part of a larger graphic element.The text "Service Agreements" is written in a white, sans-serif font and is located within a dark blue rectangular box in the top left corner, directly below the Philips logo.

# Philips RightFit Service Agreements

**For outstanding Monitoring Analytics and Therapeutic Care (MATC)**

## **Services – A full lifecycle solution**

Philips Service Agreements address your need for a range of service offerings in today's mission-critical healthcare environment. When you purchase Philips solutions, you expect outstanding clinical performance, an excellent return on your investment and a low cost of ownership.

Compare the features offered by Philips RightFit Service Agreements and see for yourself how a Philips service agreement can keep you up and running with outstanding performance.

The success of your organization depends on people. Philips Service Agreements are designed with that in mind – supporting healing environments, assisting your staff, enhancing your organization's performance, and increasing patient satisfaction.

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**. [www.philips.com/rightfit](http://www.philips.com/rightfit)

	Software Evolution Services (SES)	Comprehensive Onsite	Support Parts	Support Exchange	Support Bench	Biomed Assist & Co-Op Club
<b>Service delivery</b>						
Hours of phone coverage (24 x 7)	Included	Included	Included	Included	Included	Included
Initial telephone response (2 hours)	Included	Included	Included	Included	Included	Included
<b>Remote services</b>						
Web based support	Included	Included	Included	Included	Included	Included
Technical telephone support	Included	Included	Included	Included	Included	Included
Clinician telephone support	Included	Included	Included	Included	Included	Included
Direct connect to technical engineer	Included	Included	Included	Included	Included	Included
Remote access and diagnosis <sup>1</sup>	Included	Included	Included	Included	Included	Included
Remote MSOS patching <sup>2</sup>	Included	N/A	N/A	N/A	N/A	N/A
<b>Service parts</b>						
Parts coverage <sup>3</sup>	N/A	Included	Included	Included	Included	Discount <sup>4</sup>
Parts delivery <sup>3</sup>	N/A	Priority	Priority	Priority	Priority	Priority
<b>On-site delivery</b>						
On-site response	Optional 2nd response <sup>5</sup>	Next business day	Optional 2nd response <sup>5</sup>			
Overtime labor and travel rates	Preferred rates	Preferred rates	Preferred rates			Preferred rates
<b>Upgrades</b>						
Access to all new software releases	Included	N/A	N/A	N/A	N/A	N/A
Technical and clinical implementation support <sup>6</sup>	Included with purchase of Advanced Technology Services and Clinical Implementation Services					
<b>Preventative maintenance (performance assurance)</b>						
		Optional			Optional	

1. Restrictions Apply.

2. Refer to details in SES agreement, PIC-iX only.

3. Not available in SES.

4. Discount is determined at purchase of agreement.

5. At sole discretion of Philips, 2nd response is 8 AM – 5 PM, Monday to Friday excluding Philips holidays.

6. Available for Software Evolution Services only.



For additional details, please visit [www.philips.com/rightfit](http://www.philips.com/rightfit) or contact your Philips representative.