



**PHILIPS**

Customer services

Diagnostic imaging

Earning your **trust** every day

Philips imaging services and engineers ranked **#1**  
- five years in a row

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you?

We put the experience, expertise, and commitment of our service delivery team to work for you to help you get the most from your Philips imaging systems. With customizable maintenance and performance services, we work as a trusted service provider with you to meet the ever-changing challenges of today's demanding healthcare environment.

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. Together, we can create a healthier future.



IMV ServiceTrak™  
Study

# Count on us as your patients count on you

## Exceptional service performance

Results from the 2017 IMV ServiceTrak™ independent survey on imaging systems give additional insight about Philips and how we perform as a service provider. Hospitals and imaging centers that were surveyed ranked Philips #1 in key service areas.

### Satisfaction with installation process

System installation process	#1
Communication and coordination of install team	#1
Competence of install team	#1

### Satisfaction with system performance

Reliability of CT tubes	#1
Reliability of transducer probes	#1

### Satisfaction with OEM clinical applications specialist

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

### Satisfaction with OEM phone support

Ease of connecting to telephone support personnel	#1
Ability of phone support to understand your issues	#1
Speed of identifying the specific problem by phone	#1
Speed of resolving the specific problem by phone	#1

### Satisfaction with OEM field service engineer

Overall service engineer performance	#1
Timeliness of phone response by engineer	#1
Effective troubleshooting by software engineer	#1
Timeliness of engineer arrival on-site	#1
Degree commitments met by engineer	#1
Competence of engineer	#1
Attitude of engineer	#1

### Satisfaction with OEM service performance

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

## Parts when you need them

Often times resolving a service issue comes down to having the right part when you need it. With Philips ranking #1 for availability of replacement parts,\* you can feel confident in parts sourcing through Philips. With access to regional parts depots throughout North America, Philips service engineers can have what they need for your imaging, ultrasound or patient monitoring system repair.

\* 2017 IMV ServiceTrak ranked Philips #1 for Availability of replacement parts for imaging, ultrasound, and patient monitoring.



## About the ServiceTrak™ survey

IMV Limited is an independent healthcare research company with more than 20 years of experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak™ is one of the most recognized and trusted benchmark studies in the healthcare industry. Participants are drawn from a randomized database of US hospitals and imaging centers. The 2017 ServiceTrak Consolidate Imaging report is based on the feedback of 2,463 respondents using approximately 5,700 imaging systems including ultrasound.



Philips customer services is service that works for you. Visit [www.philips.com/commitment](http://www.philips.com/commitment)

