



PHILIPS

Customer services

Ultrasound

Built on **trust**

Philips Ultrasound Services ranked **#1** for 25 years in a row

Philips Ultrasound ranks first in overall manufacturer performance, and 36 other categories based on customer rankings in the 2017 IMV ServiceTrak™ survey. The report reflects the responses of 1,784 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

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
Effectiveness of OEM's predictive diagnostics	#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

“Philips distinguished for a quarter century of exceptional customer service.”

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 your lifecycle needs so you can focus on delivering high-quality patient care. This is why customers rank Philips number one in probability of repurchasing – our team has a singular focus on customer needs and works together to build a trusted relationship over time. Choosing Philips to fulfill your ultrasound imaging needs is just the beginning. 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 the ServiceTrak™ survey

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 with more than 20 years' experience in analyzing the medical imaging, clinical diagnosis and analytical instrument markets. ServiceTrak reports provide an objective, non-anecdotal benchmark of service levels as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of US hospitals. The 2017 IMV ServiceTrak Ultrasound All Systems report is based on data collected from 1,784 respondents using approximately 2,000 unique ultrasound systems.



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is service that works for you.
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