



PHILIPS

Patient Monitoring

Software Maintenance
Agreement

Patient monitoring software maintenance agreements

Philips Software Maintenance Agreements

A software maintenance agreement (SMA) provides access to the latest technology when you need it, allowing your patient monitoring solution to adapt with changes in your evolving healthcare environment

The right fit to **protect, maintain and grow your patient care environment**

Philips recognizes you have changing needs and market demands. These demands may come from regulation, quality improvement, demographic changes, and more. To help address these changing market demands, we developed an SMA designed to provide the latest software for your patient care solutions as well as advanced technical and clinical support. The SMA can help reduce the expense and complexity of purchasing and installing software revisions while helping you address market changes with the latest software.

Solutions with software maintenance agreements

- IntelliVue Guardian Solution (Early Warning Scoring (EWS))
- CareEvent System
- IntelliSpace Perinatal (ISP)
- IntelliBridge Enterprise (IBE)

The tangible benefits of Philips RightFit Software Maintenance Agreement

- 24 x 7 technical and application support
- Remote access with Philips Remote Services
- New software versions (upgrades)
- Technical and clinical installation services (optional)
- Direct connection to technical engineer
- Access to InCenter, Philips web-based support tool

Smoother upgrades

With a SMA, select the appropriate software revisions and timing for your organization. Coordinate with the Philips installation team and your staff for a smoother upgrade experience.

Financial predictability

The fixed price and regular payment schedule with an SMA enables you to budget and plan for up to five years of software revisions for your system. By locking in and managing costs over time you may be able to preserve capital for new innovations, handle expansion and changes in care, as well as replace aging systems to protect your patient monitoring investment over the long haul.

Philips RightFit Software Maintenance Agreement, a technology protection plan designed to optimize operational and financial performance across your organization.

Helping you to spend less and do more!



Philips Software Maintenance Agreement^{1,2}

Service delivery	SMA Standard	SMA Basic	SMA Essential ³
Hours of telephone coverage	24x7	24x7	24x7
Initial telephone response	2 hours	2 hours	2 hours
Direct Connect to technical engineer	Included	Included	Included
Remote services			
Web-based support	Included	Included	Included
Technical telephone support	Included	Included	Included
Clinician telephone support	Included	Included	Included
Direct Connect to technical engineer	Included	Included	Included
Remote access, diagnosis and repair	Included	Included	Included
Dedicated SMA resources			
Assigned customer success manager	Included	Included	N/A
New software revisions⁴			
Access to all new software revisions	Included	Included	Included
Technical installation of new software revisions	Included	Up to 2 installations per term ⁵	Included
Integration engineering support ⁶	Included	Up to 2 installations per term ⁵	Included
Project management support ⁷	Included	Up to 2 installations per term ⁵	Included
Go-live clinical installation support for new software revisions ⁸	Included	Up to 2 installations per term ⁵	Included
Clinical education			
Clinical education	CPA recommended ⁹	CPA recommended ⁹	N/A
On-site escalation¹⁰			
On-site response	Optional 2 nd response	Optional 2 nd response	N/A
Overtime labor and travel rates	Preferred rates	Preferred rates	N/A

- Hardware modifications and upgrades are not included.
- Annual true up process will be completed to ensure accuracy of installed base and billing.
- SMA Essential is specific to IntelliSpace Perinatal.
- New software revisions are releasable on an if and when available basis. Revisions include new software revisions that are available during the term of the agreement. New software revisions may require Philips installation, Go-live clinical installation support and clinical education. If required, or necessary, and not included in the agreement customers may purchase these services at Philips standard rates.
- Installations beyond 2 per term can be purchased by the customer for the individual service.
- Integration engineering support on like for like software upgrades. New features requiring configuration not included. Excludes costs associated with infrastructure changes, advanced validation testing or data testing for every device.

- Project management support on like for like software upgrades. New features requiring project management support not included.
- Go Live Clinical not available with IBE.
- CPA – Clinical Performance Agreements are flexible, customized clinical education plans that can be used to improve the adoption of new software and/or provide additional end user training.
- Remote installation for ISP, CareEvent and IBE. Field support does not apply for ISP, CareEvent and IBE.

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

Enhanced interoperability across units and facilities

It's critical to get patient data to places where it's needed. With an SMA, standardizing on a software version is easier across your system. This can harmonize user interfaces across units and facilities, minimizing disruption when moving unit to unit.

Outstanding clinical performance

For patients that choose and rate healthcare facilities based on outcomes reporting, the latest application software may give you a competitive edge. A program that updates application software with new releases will decrease the impact and complexity of upgrades. A clinical performance agreement (CPA) is also another option that can be combined with an SMA to provide more in depth and specific education customized to your needs.

Software Maintenance Agreement coverage types

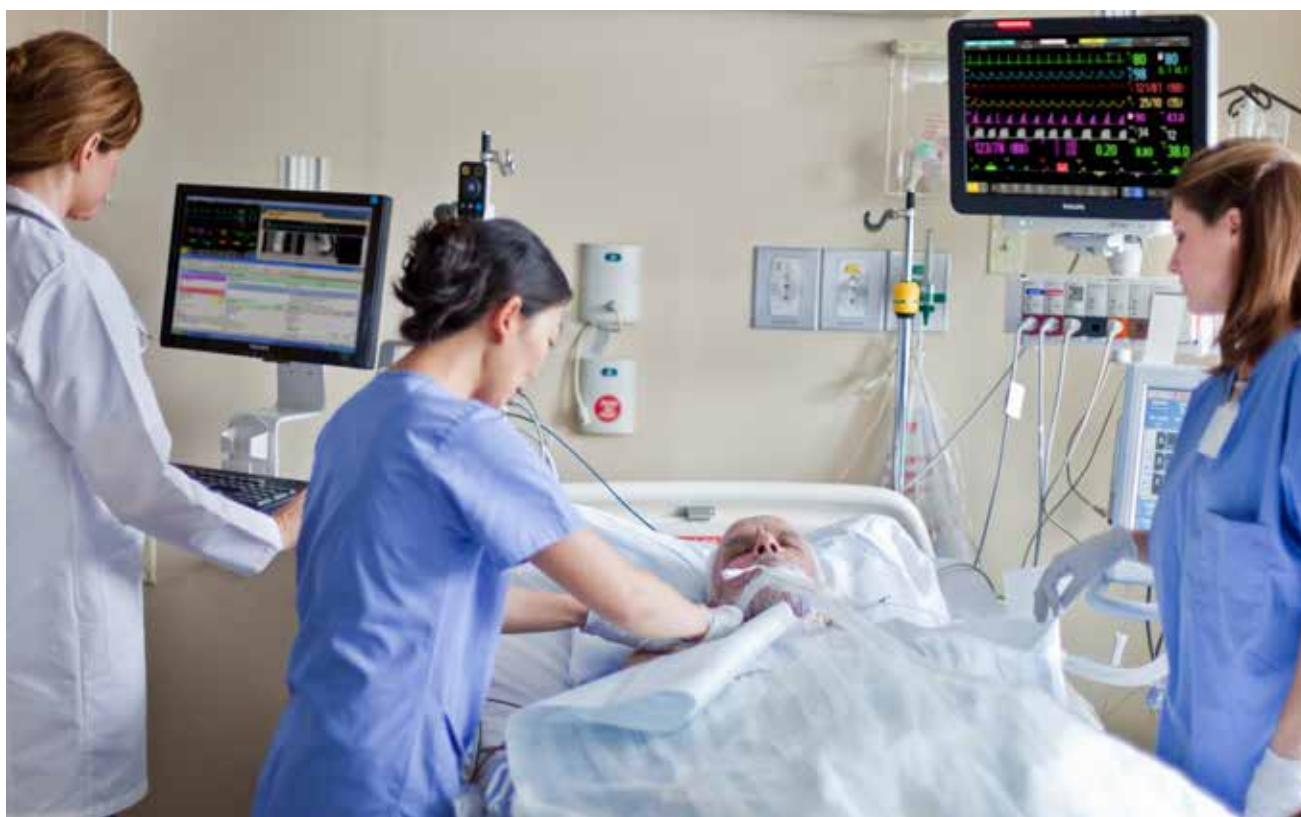
A SMA may include SMA Standard, SMA Basic, or SMA Essential coverage.

- **SMA Standard** includes access to all new software revisions, as well as installation and clinical support of the installation for each upgrade you choose to implement.
- **SMA Basic** includes access to all new software revisions, as well as up to two (2) installations and two (2) clinical support of the installation for upgrades you choose to implement per the term of the agreement.
- **SMA Essential** includes access to all new software revisions, as well as installation and clinical support of the installation for each upgrade you choose to implement. SMA Essential is limited to IntelliSpace Perinatal.

Whether your needs include every upgrade or less frequent upgrades, whether you are looking to get current or stay current with the latest technology, or whether you want to standardize your systems, Philips can provide you with the SMA to support your clinical performance and patient monitoring needs.

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

www.philips.com/healthcare



For more information, please visit **www.philips.us/RightFit**