

The Philips logo is displayed in a bold, blue, sans-serif font within a white rounded rectangle in the top left corner of the page.

Services and
Solutions Delivery

Managed Technology Services



Achieving success through an outcome-based **technology management partnership**

The cost, unpredictability and complexity of maintaining and optimizing healthcare technology from multiple vendors poses significant challenges. Philips Managed Technology Services (MTS) is our comprehensive, outcome-based approach to the management of your healthcare technology park for continual availability, high response times and optimized total cost of ownership. MTS includes equipment procurement, installation, management and upgrades.

How does Managed Services Works

A shared risk and reward partnering, Philips Managed Technology Services delivers technical, operational and financial transformation to drive positive change. Engagements are tailored to you institution's needs and goals, offering a uniquely versatile and flexible opportunity for technical operational efficiency.

Our Managed Technology Services portfolio includes;

- Creation and management of a multi-year investment and maintenance plan, Based on your operational and clinical needs and optimized total cost of ownership, your plan will utilize actual and benchmark data to secure access to the right technology and usage. Your plan will be reviewed and updated annually to verify it reflects your needs as well as the latest insights and technological developments.

- Replacement and update of technology with minimal disruption to clinical workflow.
- Exceptional multi-vendor maintenance solutions with a proven track record of driving smoother day-to-day operations, streamlining and optimizing maintenance and maximizing equipment availability.
- Program management via an onsite single point of contact that engages to deliver on the collaboration agreement over time and secure high response time to be there when it really counts. We will be as close as possible to your daily operations to drive continuous improvements.
- Creation of a transparent financial structure to realize your investment plan.



One team approach

Our teams work transparently, flexibly as collaboratively, acting as an extension of your team to assess and identify challenges, priorities and define a realistic action plan. You'll gain immediate insights drawn from our proven experience in Managed Technology Services alliances to enable technical operational efficiencies and more confident investment. All equipment recommendations are vendor neutral and we respect - and enable you - to retain complete control over all key decisions.

Ashford & St Peter's Hospitals – a case study*

The imaging departments of Ashford and St Peter's Hospitals (UK) urgently needed to update aging equipment to meet growing patient demand, but had limited capital investment from which to draw.

Philips Managed Technology Services:

- Developed a tailored plan to replace aging imaging equipment
- Verified all equipment was on the appropriate service contracts
- Managed all suppliers so hospital managers had more free time
- Developed a quick response protocol to address faults

In this way, Philips increased equipment availability to 99.27%, reduced patient wait times from 25 to 11 days, and increased imaging capacity by 39%.

*Results from case studies are not predictive of results in other cases. Results in other cases may vary.

