



**PHILIPS**

Customer Services

**Count on us as  
your patients  
count on you**

Philips Customer Service

# Our **values**

We **care**. We **innovate**. We **impact** lives.

As healthcare becomes increasingly complex, we at Philips endeavour to provide the utmost standard of customer service so that you can focus on giving your patients your very best.

#### **Constantly connected teams**

Our customer service teams **work in partnership** with and share the dedication of your team to provide a seamless service experience to your patients.

#### **Relentlessly meeting expectations**

Looking beyond technology to the experiences of your teams and patients, we unlock insights and meet their expectations.

#### **Readily adaptable service options**

There is no one-size-fits-all solution in healthcare. We **work collaboratively** with you to **tailor** our comprehensive range of modular service options to your patient care journey: from diagnosis to treatment, from therapy to recovery.

#### **Dynamically aligned service agreements**

Our service agreements are designed to **flexibly match** your requirements now and in the future.

## Portfolio

Reliable and responsive supply

Technical parts expertise for modalities

Quality solutions and parts expertise

Technical and clinical education

Pro-active remote monitoring

Access controls, privacy and quality

Stringent repair standards

Flexible service agreements

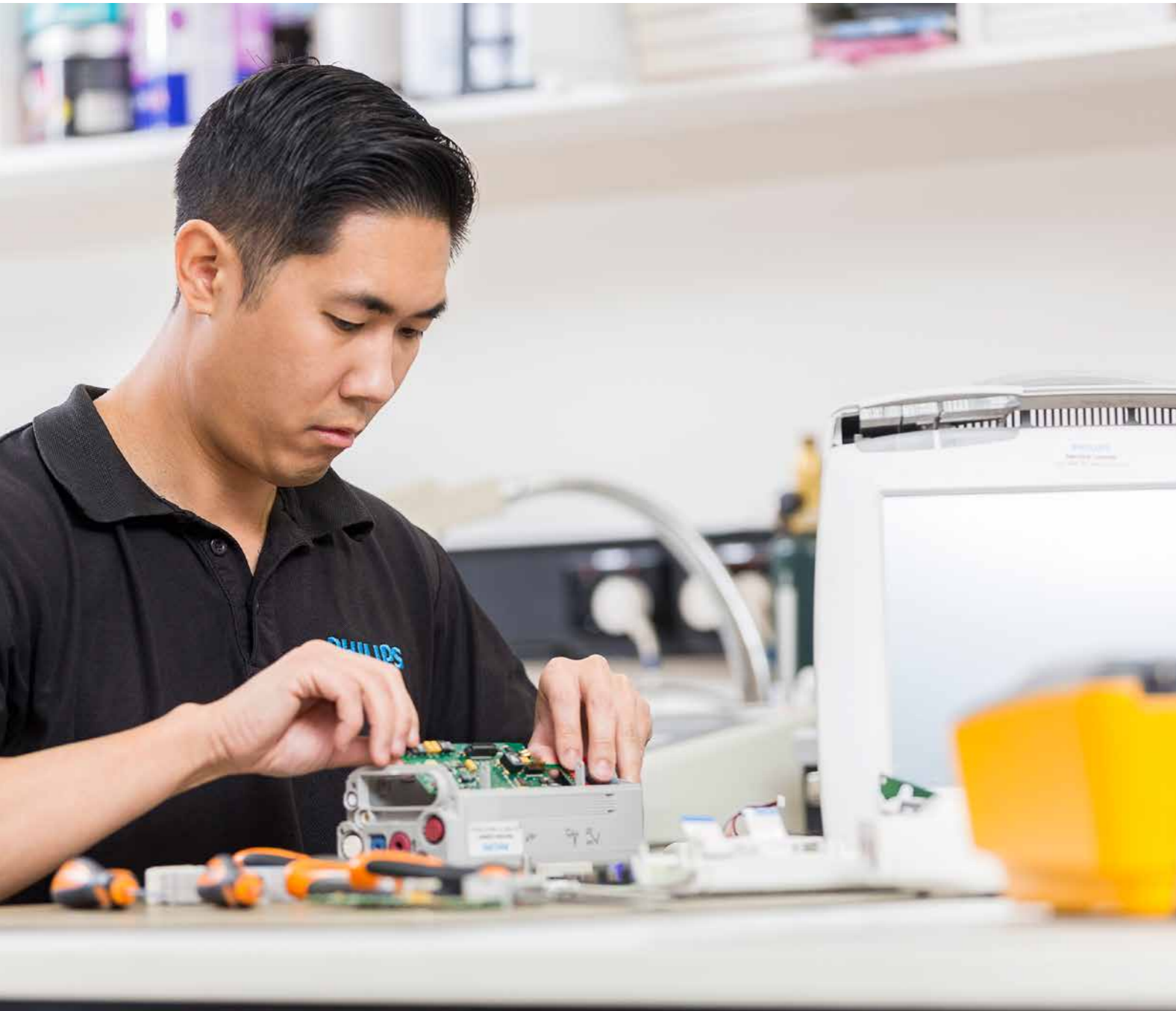
World-class customer support



# Reliable and responsive supply

By choosing us at Philips, you are offering your team extended hour access to our technical parts expertise across patient monitoring from the original equipment manufacturer (OEM). Our quality assured parts testing ensures that you will receive only the best components and modules from our network of suppliers.

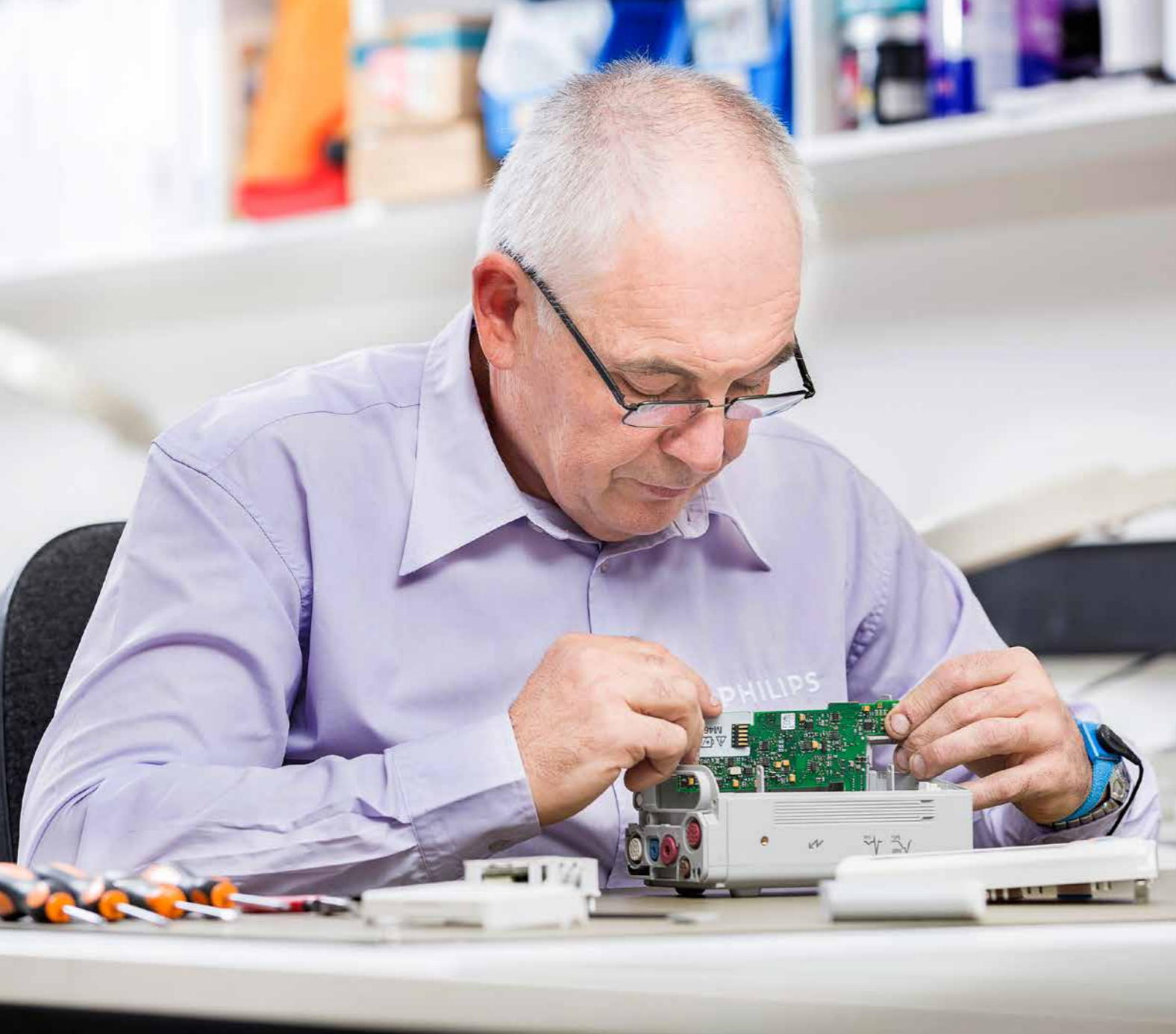
Our well-integrated supply-chain infrastructure delivers 600,000 item lines annually to customers.



## Technical parts expertise for modalities

A supply-chain experience built with **you in mind**

Your seamless Philips experience is made possible with our local access to global stock availabilities and track and trace deliveries providing you with up-to-date information on your shipments as well as easy returns and collections. Also, end-of-use parts returned to Philips may be eligible for a rebate.



# Quality solutions and parts expertise

The Philips brand has been a distinguished mark of quality in the manufacturing of innovative healthcare solutions for more than 100 years.

We place a high priority on investing in our people and that is why you will benefit from the breadth

and depth of expertise and knowledge of Philips as an OEM.

Tap into our global service network of almost 7,000 diversely skilled engineers worldwide who receive in-depth, specialised training at our

Training Centres of Expertise. In addition to the more than 50,000 training sessions conducted annually, we resource our engineers with the latest developments and keep them updated with new products, features and best practices.

Over the last two decades, we have extended the strength of our service network into our delivery of vendor or vendor-independent, direct services. We also work with your medical teams to maintain and accelerate in-house expertise as an extension of our Philips service delivery and transformation teams.

It takes years to build experience and a trusted brand, and our people embody everything that we stand for. From the first person who greets you at the Customer Service Centre to the ones working

hard behind the scenes to make the Philips experience a seamless and top quality one, we are proud of them — and are happy to present them to you.

## Robust compliance processes

Besides the confidence you can have in the quality of our highly skilled team, our robust compliance processes ensure that the lifecycle of each part is maximised and all parts are factory-sourced and approved.



# Technical and clinical education

## Philips Education

Through state-of-the-art facilities, Philips designs, develops and delivers both clinical and technical training globally. Conducted by CompTIA certified technical trainers using Philips exclusive materials, these classes have a specific focus on real-world system maintenance using live systems. Participants can expect to receive the same curriculum as Philips engineers during these classes. This allows you to efficiently and effectively maintain your systems safely and thereby maximise the return on your training investment.

We have designed our courses to be highly customisable to the number and skillset of attendees. With hundreds of local healthcare and technical professionals benefiting from our trainings annually, we look forward to growing along with your team.

## Pro-active remote monitoring

We have designed our system to help you plan and respond instead of react to circumstances in order to maximise your system availability. We do this through a multi-pronged approach:

### Collaborating with experts

One of our Remote Support Engineers and National Support Specialists will work with you to develop an approach to detect anomalies in a pre-emptive manner and plan out subsequent corrective actions to be taken.

### Enhancing workflow

We will conduct remote repairs that will maintain your systems without disrupting your care services. Your workflow will determine how we work with you so you can keep delivering quality care to your patients.

### Increasing productivity

Our engineers will fix potential problems remotely or on-site to ensure that your downtime is reduced. Using our Advanced Technical Support Centre, our engineers will replicate the exact issues experienced by your IntelliVue solutions thereby creating a hands-on approach to provide a speedy resolution.

### Innovating solutions

We are well-equipped to support patient monitors across different network types. Performance variances and product malfunctions are detected even when we are networked to a hospital-supplied clinical network.



# Privacy and Data Protection

With an increased emphasis in privacy and data protection issues all across the globe, Philips Healthcare continues to examine our products and services to best accommodate your requirements in privacy matters. Our commitment to create tomorrow's best healthcare products and services is founded upon security and privacy principles.

To this end, we have installed the following measures to ensure that data security and privacy are at the forefront of our consideration when addressing issues for our customers:

**Two-factor authentication**

Our Philips Remote Service Engineers are required to logon using two-factor authentication to access the ISO 27001 certified data centre.

**Log and trace**

Remote support activities that are carried out via our Philips Remote Services are logged and can be traced to the individual Philips Service user.

**Access rights**

Access is granted based on entitlements and everyone who has been granted access must first be approved by the regional remote service coordinator.

**Privacy policy framework control**

Given our extensive work as a multinational healthcare technology company, the need for information sharing with development and manufacturing sites in other countries to resolve an issue constantly arises. To ensure the proper protection of personal data when providing support both local/on-site and remote/off-site, we rely on a privacy policy framework that establishes controls to be addressed with the same high standards globally.

# Access controls, **privacy** and quality

## Advanced Monitoring and Networks

As IT and integrated networking becomes ever more embedded in your hospital workflow, we are prepared to assist your monitoring deployments whether vendor-supplied or hospital-supplied clinical networks. We can work remotely with you

to track configuration changes, check multicast settings and fix and restore to go-live application behaviour, significantly reducing downtime and relieving the need to wait for on-site service engineers.

# Stringent repair standards

## Patient Monitoring Healthcare Repair Facility

Certified by our very own Philips **factory accreditors**, we ensure Philips **factory level decontamination processes** across every item entering and leaving the facility. Items that do not meet our stringent standards are dealt with immediately.

We also instill Philips **factory level standards** across the various operational facets in the facility, including the following, amongst others:

- **Repair processes and training**
- **Electrostatic discharge measures**
- **Stock handling**
- **Calibration processes and management**
- **Environment**
- **Records management**

Coupled with our tracking system that monitors the Repair Facility's performance output, these standards have allowed us to handle repairs at minimum turnaround times.

With a highly efficient and effective ecosystem, we are able to pass on cost savings to you through fixed-price repair options. This is advantageous, given the high variance of repair costs. Each repair comes with 3-month warranty on parts and labour. This in turn gives you greater budgetary control and reduces your administrative hassles.

# Flexible service agreements

It can be daunting to find a good fit with service agreements; a poorly anticipated agreement can create potential issues that may be costly. Our adaptable 'RightFit' service agreements will help you to meet all your equipment service needs by:

- Accurately matching components from our portfolio of service agreements to your business needs, budget and objectives depending on the level of cover you require.
- Scaling up from the basics to full service to match your changing requirements.
- Providing options to access additional support ranging from Philips on-site engineers to remote telephone support or sending units to the Philips Healthcare Service Centre for repair.
- Relieving downtime pressure with loan units and biomedical spares.
- Future-proofing your investments with flexible software upgrade and maintenance options. We offer solutions to fit your CAPEX or OPEX budgets, with options for a fixed cost amortised over a pre-determined, multi-year contract. In addition, we provide project managers to work in partnership with you to determine the best times for upgrades so that you can maintain standardisation and uninterrupted workflow across your hospital operations.

This approach maximises your return on investment and increases your system uptime, performance and productivity.



# World-class customer support

In a world of increasing complexity and options, we recognise that the ones who adopt a service-oriented culture stand out best. Our dedicated Customer Care Centre offers you a comprehensive support solution 5 days a week, with options for evenings and weekends, regardless of state or district. Our customer support system ensures that your needs will be met by a committed team of highly trained professionals along with a smorgasbord of services designed to help you maximise the use of your systems.

## Our customer service ecosystem

At Philips, we are committed to solving your problems through the integration of the following into our ecosystem<sup>1</sup>:

- Proactive monitoring of equipment
- Round-the-clock availability of technical troubleshooting
- Remote repairs from our highly qualified Remote Service Engineers made easier by connection through the Philips Remote Services Network
- Full scheduling, planning and management
- Handling of parts and servicing

<sup>1</sup> Level of service is dependent on contract selected by customer

