

PHILIPS

Customer Services

Advanced Molecular
Imaging

Trusted service – proven quality

Winner 2017-18 IMV ServiceTrak™ Best Service
in PET Imaging

At Philips, we continue to innovate in ways that are meaningful to you. Through service innovations such as advanced analytics, proactive monitoring, and remote diagnosis and resolution, our team of experienced service professionals delivers quality you count on – every day.

We are committed to being more than reactionary. We take a proactive and preventative approach that allows you to enjoy a high performing system. It is this commitment to quality service that has earned Philips North America recognition for “Best Service” for PET imaging 2017-2018 by IMV, a leading market research company to the imaging industry.

You can focus on patients, with peace of mind, knowing Philips is focused on system performance. We monitor over 400 health properties.*

* Capabilities vary by system.



2018 PET BEST SERVICE WINNER:
Philips North America

Together we can create a healthier future

By combining systems, software and services to deliver integrated, tailored solutions, Philips is helping providers deliver better healthcare through increased staff efficiency and improved patient satisfaction.



2018 PET BEST SERVICE WINNER:
Philips North America

Philips PET imaging recognized for best service

The 2017-18 ServiceTrak™ PET awards were based on interviews conducted in 2017, with respondents in 275 unique imaging locations in the U.S., operating 289 PET systems.

Expertise you can depend on

The desire to provide the highest level of service starts with PET/CT systems that are designed with reliability and serviceability in mind.

System performance parameters are recorded from disk performance, reconstruction speed, detector output, voltage, and more. We consistently monitor these parameters to detect any anomalies. Whenever something unusual is detected, alerts are automatically sent to our remote dashboard for investigation. In this fashion, we can prevent issues from arising, before any disruption is experienced. Our customers regularly tell us how much they recognize and value this attentiveness.

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.

Commitment you can see

With innovations such as Time-of-Flight PET and digital PET/CT, we continue to advance molecular imaging solutions to enable a better patient experience, more confident diagnosis, and enhanced clinical care. For each solution, we provide comprehensive services throughout the equipment lifecycle.

A decision to choose Philips service for your PET/CT imaging system is just the beginning. We are with you every step of the way. Our commitment never ends.

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

IMV Limited, part of the Science and Medicine Group, 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.



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