

The Philips logo, consisting of the word "PHILIPS" in a bold, blue, sans-serif font, is positioned in the top left corner of the document. It is set against a white background that is part of a larger blue header area.

PHILIPS

Customer Services

The background of the entire page is a photograph of a surgical team in an operating room. Several surgeons in blue scrubs and purple hairnets are focused on a patient. A large medical monitor on the right displays a blue-tinted image, likely an X-ray or ultrasound. The scene is brightly lit with overhead surgical lamps.

Customised maintenance service agreements designed to meet your evolving business needs

The diversity of equipment service contracts allows you to design the kind and level of service support your organisation needs. From call handling to parts and problem solving, services at every level keep equipment up and running, staff up to speed and organisation on track.

RightFit service agreements
Customer Support Proposal

Queen Alexandra Hospital
Philips Azurion 7F12

Benefits of having Philips as your healthcare service partner

We create great services and deliver outcome-based solutions that are critical to your continuous success, through a deep understanding of your needs by **differentiating on technology, people and capabilities.**

Our commitment to you is to:

- **Keep your workflow uninterrupted**
With our remote services and connectivity, where Philips engineers are able to diagnose faults on your system without impacting your workflow
- **Help you with more accurate diagnosis**
By keeping your system updated with software upgrades and access to the latest applications with Technology Maximizer
- **Protect you against downtime and unexpected costs**
With our 24/7 proactive monitoring that detects anomalies before they impact your system performance
- **Provide you with a dedicated preferred/alternate engineer**
With the clinical knowledge and technical skills to handle your most complex service challenges
- **Quality and assurance with OEM only spare parts**
Available from nationwide stock locations with next day delivery.



Remote
Services &
connectivity*



24/7
Proactive
monitoring*



Software
updates



98%
Uptime
guarantee**



OEM
spare parts



UK Services
Support
Centre

* Minimum RightFit contract required. For remote services, a direct site-to-site VPN connection is a prerequisite.

** Individual service agreements may vary

By teaming up with us to look after your systems, you can focus on what really matters – delivering better care, to more people, at lower costs.

Count on us, as your patients count on you.

Benefits of having Philips as your healthcare partner

Aiming for **zero downtime**

You rely on your healthcare systems to be there when you need them – to help you deliver excellent patient care. That's why we are dedicated to working with you to reduce unplanned downtime. Our innovative set of proactive services aim to continuously support your systems remotely without interrupting your daily routine.



Our benefits for you



Parts held in the
UK&I and across
Europe



Specialised
IGT FSEs
across the UK



98% uptime
guarantee **



Pick and mix
RightFit across
your fleet



Technology
Maximizer

*Figures based on average percentage across cases from November 2019 to November 2020,

**Individual service agreements may vary

Maximise your investment with: **Philips Technology Maximizer**



Stay clinically advanced, **maximise imaging investments**

Benefits

Clinically Advanced	Stay clinically advanced to maximise investment and access the latest innovations
Peace of Mind	Ability to produce optimum performance, department efficiencies and increased staff satisfaction
Cost Predictability	Predictable budget management whilst keeping system up-to-date
Security & Obsolescence Protection	Keep imaging systems secure and protected from obsolescence
Fleet Management	Entire fleet standardised on the same software level, ensuring same workflows, image quality and capabilities

How Philips Technology Maximizer works for Image Guided Therapy (IGT)

Technology Maximizer is a service solution that enables you to maximise your investment by delivering (IT) hardware and software upgrades through your maintenance service contract, keeping the system technology state of the art during its lifecycle.

Stay clinically advanced, maximise imaging investments

Boost the clinical capability and operational performance of your Image Guided Therapy equipment with Philips Technology Maximizer.

Eligible IGT Systems

The following IGT systems are currently eligible for IGT Technology Maximizer Program:

- Allura Xper 8.1 Family**
- Allura Xper 8.2 Family
- Azurion 3 Family
- Azurion 7 Family



Full upgrade at nearly half the cost

During the term of the agreement, Philips IGT Technology Maximizer delivers a minimum of three major upgrades (2 software, 1 hardware). Purchasing these upgrades individually could cost up to twice the cost of the IGT Technology Maximizer agreement and operational security into one package.

Benefits of Technology Maximizer

Description	Maintenance Contract	Technology Maximizer Essential	Technology Maximizer Plus	Technology Maximizer Pro	Technology Maximizer Premium
Mandatory safety fixes and cyber security patches	✓	✓	✓	✓	✓
Software update to fix bugs	✓	✓	✓	✓	✓
Software upgrade including upgrade of operating system, windows operating system, new basic functionality	✗	✓	✓	✓	✓
Computer hardware replacement to support software upgrade	✗	✓	✓	✓	✓
Software upgrade of purchased clinical applications	✗	✗	✓	✓	✓
Application training for new or enhanced functionality	✗	✗	✓	✓	✓
New clinical features and/or applications in one clinical suite	✗	✗	✗	✓	✓
New clinical features and/or applications in Clinical Domain(s)	✗	✗	✗	✗	✓

*IGT systems and Maximizer Program are subject to market availability

** Allura Xper 8.1 Family Technology Maximizer offer depends on age of the system

Disclaimer: Customer required to perform data backups, prior to Technology Maximizer upgrade implementations

Get free access to the Philips Customer Services Portal

The Customer Services Portal presents a single interface through which you can manage your assets and related services, offering a detailed status for every item. With this type of centralised control, you can stay focused on what matters most to your organization – [your patients](#).

At a glance, 24/7 visibility allows you to

1. Determine your assets' status by modality, contract, or location
2. Enter new service requests and work orders online
3. View the service status of any healthcare equipment, without disrupting your workflow
4. Create and download reports on the performance of your assets and services

Access the mobile site

Always there, always on

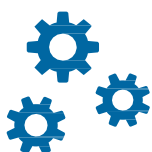
- Available 24/7
- Globally accessible
- Desktop, laptop, tablet, smartphone compatible



To find out more about our Customer Services Portal, please contact our support team at customer.portal.uki@Philips.com

Connect with us anywhere, anytime

Self-service access is available twenty-four hours a day, seven days a week



Online case creation
and case management



Manage your
assets

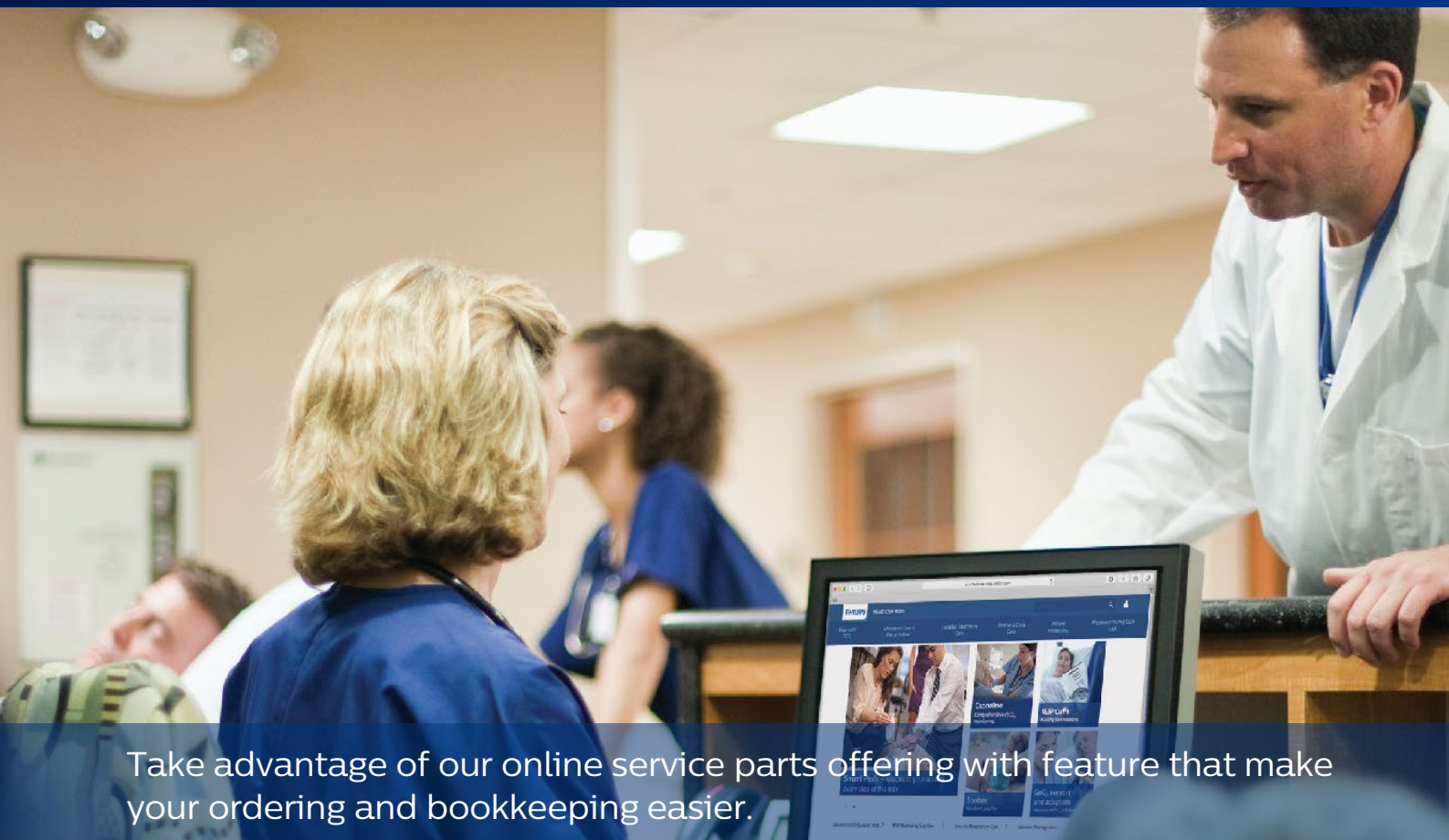


View your
reports



View your
contracts

The easier and faster way to order your service parts: **Philips Healthcare Shop**



Take advantage of our online service parts offering with features that make your ordering and bookkeeping easier.



Find what you need

- Part code & name validation to ensure you order the right product
- Real-time stock availability
- Order service parts under warranty and contract



Save time on reordering

- Bulk upload large orders
- Quick order functionality
- Fully responsive, use with any device 24/7



Make record-keeping simpler

- View your contracted prices
- Track and trace your orders
- Search historical orders; both if they were made offline or online

Register today!

www.healthcare.shop.Philips.co.uk/register

Take advantage of our online service parts offering for healthcare businesses, with features that make your ordering and bookkeeping easier

Connect with us anywhere, anytime

Your RightFit service agreement offer



Equipment

System description: **Azurion 7 F12**

Number of planned maintenance visits: **2 per year**

Service contract overview	Value PM	Primary	Uptime
Labour & travel	Preventative maintenance only	✓	✓
Normal parts coverage	✗	✓	✓
Dynamic flat detector	✗	Optional for £4,468	✓
X-ray tube MRC	✗	Optional for £15,539	✓
Software & hardware updates	✓	✓	✓
Technical phone support	✗	✓	✓
Uptime guarantee	✗	✗	98%
Initial telephone response time	✗	Within 2 hours	Within 1 hour
Remote / Technical response time	✗	Next business day	Within 4 hours
Parts delivery time	Standard	Standard	Standard
Technical remote services	✗	✓	✓
Service hours for corrective maintenance	✗	08:00-20:00 Mon-Sun	08:00-20:00 Mon-Sun
Service hours for preventative maintenance	09:00-17:00 Mon-Fri	09:00-17:00 Mon-Fri	09:00-17:00 Mon-Fri

