



**PHILIPS**

*RightFit*

Service Agreement  
Evolution

Flexible  
**progression**



Count on us  
as your patients count on you

RightFit Evolution provides state of the art software developments and support for your Philips solution. The agreement is designed around your requirement for functionality, standardization, compatibility and safety at a predictable cost.

**Continually advancing service**

RightFit Evolution gives you access to the latest IntelliVue software versions as soon as they become available, ensuring you can take care of your patients in a professional and future-proof manner.

The agreement offers up to date clinical applications which continually open up new opportunities for improved patient care and ensure a seamless workflow. RightFit Evolution supports the performance expansion of your IntelliVue monitoring solutions, enabling increased system flexibility and cross-compatibility on a pre-planned budget.

**Customizable support**

RightFit Evolution is part of the Philips RightFit service agreements portfolio which offers a comprehensive range of options to best meet your individual service needs. All of the agreement options are designed around our customers and offer excellent service experience, open communication, and a hands-on Philips approach.

**What is included within the RightFit Evolution service agreement?**

- Support and maintenance of your IntelliVue software
- Proactive information about software updates and upgrades offered with consultation on implementation
- Remote resolution via Philips Customer Care Centers ensure optimum system availability
- OEM user training on new software revisions
- Management of your software evolution and compatibility via your ongoing maintenance budget

Note: Services as well as availability per-product may be dependent on market

**To learn more**

Want to know more about Philips RightFit Customer Service Agreement Evolution? Please contact your Philips sales representative.

**Guarantees**  
your equipment remains **future-proof**  
with ongoing software upgrades and support.

Primary Evolution Value Support Assist Protection

RightFit Evolution Services

RightFit Evolution		Essential	Compatibility	Advanced
System Availability	Service Desk Support	●	●	●
	Technical Remote Services	●	●	●
Corrective Maintenance Service Window	Hours of coverage	8:30 - 17:30 Mo. - Fr.	8:30 - 17:30 Mo. - Fr.	8:30 - 17:30 Mo. - Fr.
	Software Services			
	Software fixes and updates	●	●	●
	Software Upgrades	●	●	●
	Installations	-	2 installations included	All installations included
Supplemental Services	Compatibility Review	-	●	●
	Go-live support (application training)	-	●	●
	Web access	●	●	●
Education Services	Remote Clinical Applications Education	○	○	○
	On-site Clinical Applications Education	○	○	○
Business Services	Notification of new SW releases	●	●	●
	Contract duration	3 years	3, 4, or 5 years	3, 4, or 5 years

Availability of all options depends on system type and software release levels. Included = ● Excluded = - Optional = ○

Detailed definitions\*

**Technical Telephone Support:** Technical telephone support from the Philips Customer Care Centers

**Software upgrades:** License to use for major releases if and when available

**Installation:** OEM Software installation of the new release

**Compatibility Review:** Assessment of software levels in the installed base in order to determine the compatibility status of your installation

**Go-live support:** End-user training on the new release level in a train-the-trainer format

**Web access:** License management via an online platform

**Notification of new SW releases:** proactive notification as soon as a new software revision is available.

**Technical remote services:** Provides remote support of patient monitoring and clinical informatics solutions via a RNS connection.

\* All services subject to Philips RightFit Service Agreements

