Where medical technology meets IT

Philips Patient Monitoring Informatics Service Agreement

Patient monitoring technology continues to evolve at a rapid pace. As a healthcare provider, you must ensure that your clinical teams work with up-to-date hardware and software so that you can deliver the best possible quality of care. To provide a superior level of service, you need an enhanced monitoring technology that is safe, secure and reliable while protecting your patients and their data against emerging cybersecurity threats. Clinicians and their teams also need to learn and use these solutions right away so that they can focus on patient care. You also need to streamline your system and operational workflow and access critical insights, while still ensuring that your investments meets your budget.

Helping you meet these goals and challenges, we offer the Patient Monitoring Informatics Service Agreement – a modular regulations and guidelines compliant offering where technology meets IT.

A modular service offering

The Patient Monitoring Informatics Service Agreement empowers you to focus on delivering outstanding care to your patients.

Protect against cybersecurity threats

Software upgrades and fixes
- Software upgrades for central station and/or patient monitors
- Latest software assures interoperability, compatibility and protection against cyber attacks

OS patching services
- Controlled, semi-automated roll out of the latest security patches for the Microsoft™ operating system on PIC iX platform*
- Central management of OS patches eases pressure to manually identify and install fixes
- Service can be offered remotely, on-site or via self-support with PerformanceBridge Focal Point

Hardware upgrades
- Offers PC and/or server refresh when required by software upgrades for the central station

Cybersecurity assessment
- Gain insights about your patient monitoring system's recommended security baseline
- Assess how your patient monitoring implementation meets these recommendations
- Uncover possibilities to implement improvements / harden security

Enhance solution performance and network integration

Maintenance services
- Provide preventive and corrective maintenance based on your needs and available skills
- Range of maintenance coverage available
- Spare parts exchange option available

Network assessment
- Structured approach to assessing your patient monitoring network for optimal performance
- May improve IT network performance to support and optimize clinical workflow

Interoperability consulting
- Advanced integration support to keep your systems running smoothly using IntelliBridge Enterprise or your hospital broker
- Overcome the challenges of interoperability – with experts talking to experts

Accelerate access to knowledge and improve workflows

Remote expert connect
- Remote care and assistance wherever and whenever needed
- Technical troubleshooting and support

24/7 support*
- Technical troubleshooting and support whenever needed, remotely or on-site

Technical/clinical education and services
- Technical and practical support with go-live
- Bring your systems – and clinical teams – up to speed quickly and efficiently, with targeted professional support
- Training provided at training facilities, on-site, or digitally
- Technical and clinical consulting available to assess and improve your workflows

PerformanceBridge Focal Point
Enhance your experience in asset management, security and diagnostic capabilities, such as uptime tooling, benchmarking performance and/or capacity utilization – plus support and enable delivery of specific services

* Support services vary by country. Please check with your Philips representative for complete portfolio availability.

Helping you keep your devices and systems up-to-date while keeping your budget financially sound

Our Patient Monitoring Informatics Service Agreement can enhance and empower your biomed and IT teams while also delivering important financial benefits.

IT managers
- Be proactive in minimizing cybersecurity attacks through Microsoft® patching and software upgrades
- Ensure availability of the latest OS when needed for software upgrades
- Help to keep systems up and running
- Assure interoperability and access to latest software developments and fixes
- Assess network regularly to potentially enhance performance for patient monitoring solutions
- Receive interoperability consulting provided during the lifetime of the contract
- SNMP Connect provides real-time export of inventory and alerts of Philips devices to third-party management tools

Biomedical engineers and IT managers
- Maintain compliance and security of the IT solution – between PIC iX application SW and the operating systems
- Access IT expertise when needed
- Improve collaboration between IT and biomed teams
- Ensure system readiness

Biomedical engineers
- Be empowered to deliver more value to your customers
- Simplify troubleshooting – faster resolution via remote services and better insights with PerformanceBridge Focal Point
- Help avoid compatibility issues between PIC iX application SW and the operating systems
- Receive clinical support for go-live – and beyond if needed
- Be ready to add new equipment at any time – with a solution that is standardized and up to date

C-suite
- Simplify and increase flexibility in financial planning
- Secure longevity of portfolio
- Support quality and efficiency – maintain updated technology to support and empower care teams
- Improve clinical workflow
- Enhance and accelerate knowledge of technical and clinical staff

Chief Nursing Officer (CNO)
- Allow for standardization across the enterprise and across care areas
- Help reduce downtime
- Create access to new clinical application features and software enhancements – stay clinically up-to-date

Count on us as your patients count on you

Philips has the size, experience and expertise to support you effectively – both now and in the long term.

In addition to our vast global network of remote services, our team of field service engineers is among the largest in the industry.

128 countries	7,000 field service engineers	100,000+ customer systems	100,000+ people trained
Remote services provided to **128** countries / territories worldwide	**7,000** field service engineers worldwide	Remote service connections to **100,000+** customer systems	Over 100,000 people are trained every year

To find out more about our Patient Monitoring Informatics Service Agreement, please contact your local Philips sales representative.

4522 991 70741 * SEP 2021