

A man and a woman in professional attire are looking at a laptop in a modern office setting. The woman is on the left, wearing a white blouse, and the man is on the right, wearing a blue suit. They are both looking at the laptop screen with interest. The background shows office shelves and a bright, modern interior.

**PHILIPS**

Services &  
Solutions Delivery

Discover the  
Philips RightFit  
for you





# Contents

- The major healthcare challenges
- Welcome to a new era of maintenance services, designed for your needs
- Introducing Philips RightFit: Customer-focused, customizable, flexible maintenance service agreements
- Why Philips Maintenance Services?
- How can Philips RightFit help you?
  - Find your RightFit
  - Service agreements with added value support as standard
- Looking to the future: Operational Intelligence for maintenance
- Get in touch





# The major healthcare challenges



**Better health outcome**  
Improving the health of individuals and populations



**Improved patient experience**  
Improving the patient experience of care  
(including quality and satisfaction)



**Improved staff experience**  
Improving the work life of health professionals



**Lower cost of care**  
Reducing the per capita cost of healthcare





# Welcome to a new era of maintenance services, designed for your needs



“

The new dawn of maintenance services is already here. The servicing of the future isn't about reducing downtime, it's about enabling healthcare systems to make full – and evolving – use of their sophisticated equipment and technology investments, supported by flexible, customer-focused service agreements exactly when and how they want it.”

Burcu Sen, Sr. Product Manager, Philips Services, Service Portfolio Management

## Medical equipment is a sophisticated and vital asset that needs to be fully utilized and maintained, affordably.

Every piece of medical equipment in a hospital is essential. Each solution – from CT and MR to the IGT lab – makes it possible for you to offer reliable and effective care; efficiently diagnosing and treating patients as fast as possible, supporting the work of your clinicians and staff, while keeping standards of care high and costs low.

And yet keeping your equipment up to date and working efficiently and effectively is a delicate balancing act. Large fleets of MR, CT, IGT, X-ray and Ultrasound are incredibly complex and serve very specific health needs, yet are expensive to operate and maintain.

With less time to calibrate and fix important equipment, diagnosis of equipment failure needs to be proactive and predictive and immediate and affordable. All of which, is why choosing the right maintenance service agreement is of increasing strategic importance.

Hospitals need fast, confident and proactive responses to equipment downtime and first time right fixes. In short, finding a partner who wants to share your risk and will design flexible service agreements, education and financial support around your needs. Meet Philips RightFit from Philips Maintenance Services.

# Introducing Philips RightFit

Customer-focused, tailor-made service agreements in order to keep your equipment healthy and up to date.

## Customized and with flexibility as standard.

Gone are the days of signing on the dotted line and being tied into to a service agreement that might not fit or grow with your needs. As part of its partnership model, Philips Maintenance Services is committed to share your risk and help increase your flexibility.

It's our belief that Philips flexible service agreements represent a key part of the future of maintenance. Service agreements should be future forward, designed to grow with the strategic needs of our healthcare partners, and respond to key goals such as uninterrupted workflow, proactive, predictive and remote maintenance<sup>1</sup>.

Our Philips RightFit maintenance service agreements are designed to offer flexibility with a range of multi-tiered support packages. These will make it possible and cost effective for you to choose the exact level of service that fits your exact inhouse capabilities and meets your individual clinical, operational and financial goals. Now and in the future.

As Burcu Sen, Sr. Product Manager, Philips Services, Service Portfolio Managementt explains:

“Our customer service agreements are designed with flexibility and agility in mind. Recently, we worked with our customers to ensure the connectivity of their systems and eliminate the need for onsite visits, in response to the Covid-19 crisis requirements, by shifting work on at the hospital to sophisticated Philips service centers. Our 7,400 customer service engineers and +600 remote service engineers; together with our customer service agreements were essential in keeping equipment running effectively – especially when it was being used at unprecedented levels – and ensuring proactive and predictive maintenance and repair<sup>2</sup>.”

<sup>1</sup> Philips internal data, IPSOS Maintenance Services Research 2018

<sup>2</sup> Philips internal data, Case Resolution Dashboard in QlikView. (Direct operations countries only)

“

Maintenance of the future will prevent absolutely any downtime in the customer workflow and enable customers to use their machines to the full and keep evolving their capabilities.”

Ashishkumar Sinha, Manager,  
Philips Imaging Remote Services

## Why Philips Maintenance Services?

RightFit is a solution designed for you from Philips Maintenance Services.

With an ever increasing portfolio of maintenance services, a history of innovation and the breadth and depth of being part of one of the world's leading health technology companies, Philips Maintenance Services is leading the transformation from reactive to proactive and predictive maintenance, flexible service agreements, AI-enabled and beyond.

As part of Philips, Philips Maintenance Services combines more than 100 years of experience in medical product development and servicing. In this way, we don't only understand what maintenance service means but do also understand the clinical context.

With a proven track record in long term partnerships (>46 Partnerships globally) with hospitals globally including technology multi-year planning and managed maintenance, you can rely on our broad experience in delivering an exceptional vendor independent service on all healthcare equipment.

With more than 160.000 systems connected globally, we partner with our customers to unlock the collective genius of data, technology – and, most importantly, people – to drive the healthcare industry as a whole toward its core mission of making life better. Partnering with Philips provides you with control and flexibility to make your own management and investment decision.





# How can Philips RightFit help you?

No requirement too big, no budget too small. The Philips RightFit customer service agreement portfolio offers 8 types of service agreements tailored to your needs. Options include specifying the coverage for the types of maintenance required for a specified amount of time, onsite and offsite repairs, spare parts ordering and more.

Choose from direct support options – where you fully rely on Philips – or a diverse range of tiered support where your own inhouse capabilities is complemented by Philips own support and expertise.

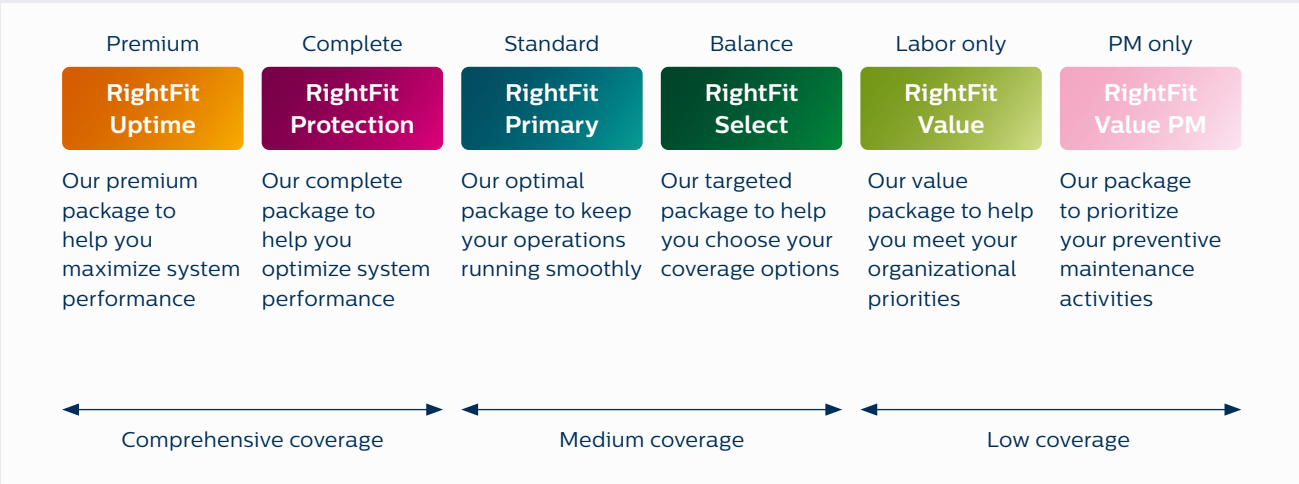
RightFit service agreements include access to clinical and technical expertise via our customer care solutions centers and Philips service experts partner with your in-house staff to help keep your systems performing at their peak.

**Direct support contracts** (1-6) vs. **In-house/biomed support contracts** (7&8) and **on demand services** (9)

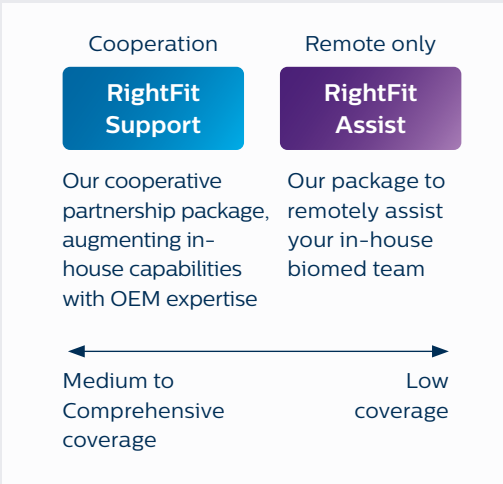
- |              |            |                      |
|--------------|------------|----------------------|
| 1 Uptime     | 4 Select   | 7 Support            |
| 2 Protection | 5 Value    | 8 Assist             |
| 3 Primary    | 6 Value PM | 9 Time and Materials |



## Direct Support Contracts



## In-house Support Contracts



“RightFit is the all-round care-free package.<sup>1</sup>”

Hospital department head

<sup>1</sup> Footnote: Ipsos Research, 2020

## Our premium package to help you maximize system performance

### For customers who want the highest level of uptime guaranteed

RightFit Uptime offers the most comprehensive, premium support with the highest uptime guarantee. This service agreement is often the preferred choice of organizations for whom the availability of clinical informatics solutions is key. RightFit Uptime offers distinct uptime guarantees for your solution and 24/7 proactive monitoring, accompanied by accelerated response times to incidents and around-the-clock live assistance from our Philips Customer Care Service desk including expedited parts and labor. Valued entitlements with an excellent service experience that demonstrate our commitment to deliver first class service with no unexpected cost.

#### The service agreement includes:

- Our most comprehensive support complete with our highest uptime guarantee.
- Our fastest remote and on-site diagnosis response.
- Accommodating to your operating hours.
- 24/7 pro-active remote monitoring.
- Total parts coverage, including:
  - Regular spare parts- no extra charge for standard systems components.
  - Strategic parts – no surprises in terms of unexpected budget and costs, and fastest delivery to enable highest system uptime. Software and hardware reliability and performance updates are also included.
- First class service delivery with no unexpected costs. Devices need to be connected for maximum benefit of system availability via remote diagnostic services.

“

When system availability and continuity of care is business critical.”



#### Quick response times and high uptime guarantee (max)

- accelerated response times to incidents
- fastest remote and on-site diagnosis response
- flexible hours with extended service windows and 24/7



#### Parts

- strategic and normal spare parts coverage
- fastest parts delivery
- no surprises of unexpected budget and costs for strategic parts



#### Remote monitoring and diagnostic services (24/7, proactive)



#### Labor Remote and on-site support included



#### Maintenance

- planned and corrective maintenance
- software and hardware reliability and performance updates included

System availability



Flexible maintenance schedule



Parts coverage and risks



In-house engineering capabilities





# Our complete package to help you optimize system performance

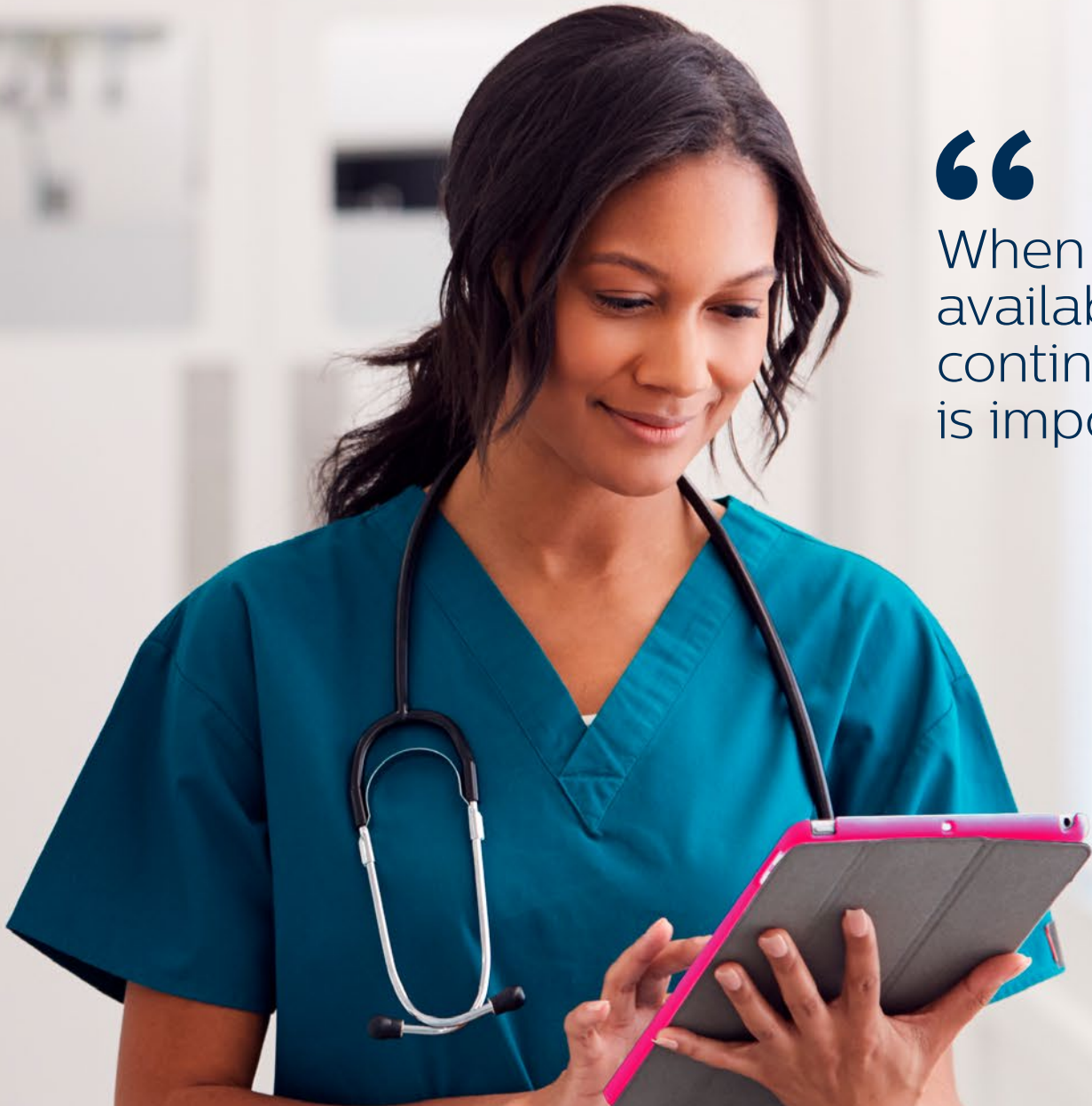
**For customers who want peace of mind from strong system coverage**

RightFit Protection is an extensive and complete offering for organizations who want the security of knowing that their system is in expert hands. . This robust, yet flexible service solution comes with the option of extended service windows, strategic parts coverage to protect your most at-risk proprietary parts, and expedited parts delivery. RightFit Protection also provides technical and clinical telephone support to provide live assistance from our Philips Customer Care Center to provide 24/7 remote monitoring, and diagnostic services, with high system availability.

**The service agreement includes:**

- Our strong system support with quick response times and our high uptime guarantee.
- Strategic and normal spare parts coverage with fast parts delivery for optimized system uptime and performance.
- Added flexibility for scheduled downtime with longer hours of standard coverage, for both preventative and corrective maintenance.
- Software and hardware reliability and performance updates are included.
- Robust coverage and no unexpected costs.
- Devices need to be connected for maximum benefit of system availability via remote diagnostic services.

“When system availability and continuity of care is important.”



**Quick response times and high uptime guarantee (high)**  
• flexible hours with extended service windows



**Parts**  
• fast delivery  
• strategic and normal spare parts coverage



**Remote monitoring and diagnostic services (24/7)**



**Labor**  
**Remote and on-site support included**



**Maintenance**  
• planned and corrective maintenance  
• software and hardware reliability and performance updates included



**System availability**



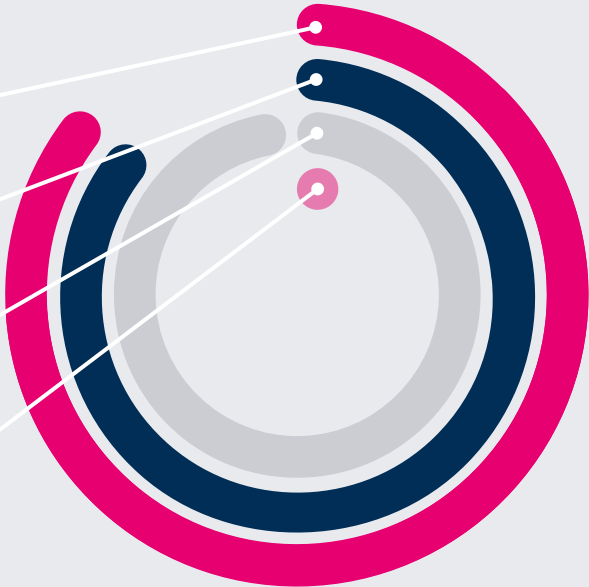
**Flexible maintenance schedule**



**Parts coverage and risks**



**In-house engineering capabilities**





# Our optimal package to keep your operations running smoothly

**For customers looking for strong maintenance support with the flexibility they need**

RightFit Primary is a customizable offering from the Philips RightFit service portfolio. It gives you the flexibility to tailor your service coverage to the unique needs of your facility.

RightFit Primary also includes technical and clinical telephone support from our Philips Customer Care Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services. Beyond standard hours and these fundamental services, you can choose from a wide range of options to protect your equipment's most at-risk proprietary parts and afterhours planned maintenance by trained Philips service engineers to help drive productivity during working hours. Your medical facility is unlike any other, and now there's a service agreement to match.

**The service agreement includes:**

- Our optimal system support with our standard uptime guarantee.
- Support for normal parts coverage labor and travel expenses, which will fit within your budget.
- The peace of mind of knowing that your equipment is being maintained according to Original Equipment Manufacturer's standards with planned maintenance.
- Software and hardware reliability and performance updates are included.
- Devices need to be connected for maximum benefit of system availability via remote diagnostic services.

“When system performance and flexibility is key.”



**Quick response times and high uptime guarantee (standard)**  
• normal spare parts coverage



**Parts**  
• normal spare parts coverage



**Remote monitoring and diagnostic services (24/7)**



**Labor**  
**Remote and on-site support included**



**Maintenance**  
• planned and corrective maintenance  
• software and hardware reliability and performance updates included



System availability



Flexible maintenance schedule



Parts coverage and risks



In-house engineering capabilities





## Our targeted package to help you choose your coverage options

### For customers looking to balance your service support and your budget

RightFit Select provides quality maintenance support, which help you meet your budget needs, and also includes technical and clinical telephone support from our Philips Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services. Key to this contract type is the system protection with flexible parts, labor and travel coverage options enabling risk sharing with predetermined quantities.

#### The service agreement includes

- Quality equipment support according to Original Equipment Manufacturer's standards, delivered with the experience and expertise of our field service network.
- Added system protection with flexible parts, labor and travel coverage options enabling Risk sharing to a predetermined quantity or value.
- Peace of mind knowing that your equipment is being maintained according to Original Equipment Manufacturers standards with planned maintenance.
- Software and hardware reliability and performance updates are included.
- Devices need to be connected for maximum benefit of system availability via remote diagnostic services.

Within the RightFit Select service agreement tier, we partner with customers to customize their agreements in 3 ways: Block of Strategic Parts, Bank of Parts and Combined Pool.

#### Block of Strategic parts

- 1 Predetermined quantity of strategic parts that is purchased upfront to balance strategic parts coverage you need and your budget
- 2 Corrective and preventive maintenance and normal parts are covered
- 3 Standard remote and onsite response times.

#### Bank of Parts

Predetermined value of anticipated usage on normal parts that are purchased upfront to balance normal parts coverage you need and your budget. The anticipated annual parts usage is calculated based on the predicted parts needed based on the number of years of the contract's duration.

#### Combined Pool

Predetermined value of the anticipated usage of normal parts and corrective maintenance hours to meet your corrective maintenance needs and your budget

“The perfect balance between system availability and budget.”



#### Standard response time



#### Remote monitoring and diagnostic services



#### Parts

- customize your parts, labor and travel with 3 coverage options



#### Labor

Customize your parts, labor and travel with 3 coverage options



#### Maintenance

- planned and corrective
- software and hardware reliability and performance updates included

System availability



Flexible maintenance schedule



Parts coverage and risks



In-house engineering capabilities





“

Keeping your patient care high and your costs low.”

## Our value package to help you meet your organizational priorities

### For customers looking for a practical maintenance solution

RightFit Value is great option for customers looking for creative ways to minimize their service expenses while mitigating their risk. It's a practical solution for hospitals facing the need to keep costs low and patient-care quality high. RightFit Value includes planned maintenance and corrective maintenance labor only at a very attractive price point to meet your priorities and budget.

### The service agreement includes:

- Flexible offerings which provide practical options for corrective and preventive maintenance.
- Eliminate unexpected bills to maintain or repair your system.
- Experience peace of mind knowing that your equipment is being maintained according to Original Equipment Manufacturer's standards with planned maintenance.
- Take advantage of lower pricing meeting your priorities and budget.
- Software and hardware reliability and performance updates are included.
- Devices need to be connected for maximum benefit of system availability via remote diagnostic services.



Standard response time



Remote monitoring and diagnostic services



Labor  
Remote and on-site support included



Maintenance  
• planned and corrective  
• software and hardware reliability and performance updates included

System availability



Flexible maintenance schedule



Parts coverage and risks



In-house engineering capabilities





“Designed for customers looking for scheduled maintenance activity only.”

## Our package to prioritize your preventive maintenance activities

### For customers looking to prioritize their preventive maintenance activities

RightFit Value Preventative Maintenance is a service agreement with only preventative maintenance, designed for customers looking for scheduled maintenance activity only. This agreement ensures that all preventative maintenance activities are provided to in order to maintain the equipment to the specified levels agreed. Flexible hours and extended services windows are available at additional cost.

### The service agreement includes

- Experience peace of mind knowing that your equipment is being maintained according to Original Equipment Manufacturer's standards with planned maintenance.
- Flexible hours with extended services windows available at additional cost for your preventive maintenance activities.
- Software and hardware reliability and performance updates are included.



### Maintenance

- preventive
- flexible hours with extended services windows available at additional cost
- software and hardware reliability and performance updates included

System availability



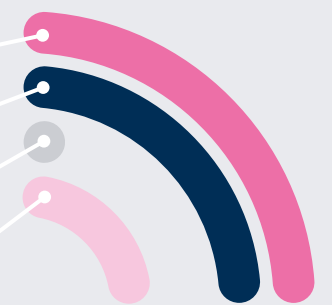
Flexible maintenance schedule



Parts coverage and risks



In-house engineering capabilities





## Our cooperative partnership package, augmenting in-house capabilities with OEM expertise

For customers looking to provide Philips expertise and support to complement their in-house biomed team capabilities

RightFit Support is a shared-responsibility offering from Philips for those who want to give their in-house engineering teams secure access to Original Equipment Manufacturer's parts and technical expertise. It includes normal parts coverage and unlimited second-response Original Equipment Manufacturer's on-site labor, along with optional coverage on strategic parts. Support also includes technical and clinical telephone support from our Philips Customer Care Center. Philips experts are on call around the clock to provide live assistance, 24/7 remote monitoring, and diagnostic services. With RightFit Support, your engineers will receive technical education at Philips training centers and gain their intellectual property license, enabling them to troubleshoot and perform corrective maintenance and preventative maintenance themselves (dependent on in-house capabilities).

### The service agreement includes:

- Philips-trained engineers partner to maintain your equipment to Original Equipment Manufacturer's standards to complement the expertise of your in-house team, including Technical Education where in-house capabilities permit.
- Increase patient throughput via access to Original Equipment Manufacturer's on site response and parts delivery.
- Unlimited technical support and advanced remote services as back up to your in house team.
- Software and hardware reliability and performance updates are included.
- Devices need to be connected for maximum benefit of system availability via remote diagnostic services.

“Support that compliments your in-house biomed team wherever and whenever needed.”



#### Education

- technical education for your engineers
- equipment Maintenance intellectual property license
- quick response time and assistance



#### Parts

- normal spare parts covered
- optional coverage on strategic parts



#### Remote monitoring and diagnostic services (24/7)



#### Labor Technical and clinical telephone support

- on-site 2<sup>nd</sup> line support included
- Philips-trained engineers partner to maintain your equipment to Original Equipment Manufacturer's standards



#### Software and hardware reliability and performance updates included



#### System availability



#### Flexible maintenance schedule



#### Parts coverage and risks



#### In-house engineering capabilities





# Our package to remotely assist your in-house biomed team

For customers looking for scalable coverage to complement their in-house support

RightFit Assist is a customizable offering from the Philips RightFit service portfolio that delivers diagnostic software and service documentation equipment maintenance IP licenses for system access. It also includes unlimited technical remote support from our Philips Customer Care Center as back up to your in house team.

The service agreement includes:

- The perfect solution of remote technical support for customers with strong in-house engineering teams.
- Develop the skills and expertise of your in-house team with Original Equipment Manufacturer’s designed and certified technical training.
- Software and hardware reliability and performance updates are included.
- Remote diagnostic services to optimize system availability.

“Remote assistance when the in-house team needs it.”



- Education**
- technical education for your engineers
  - equipment Maintenance intellectual property license



- Remote diagnostic services**



- Labor Remote support only**
- quick response time and assistance



- Software and hardware reliability and performance updates included**



- System availability**



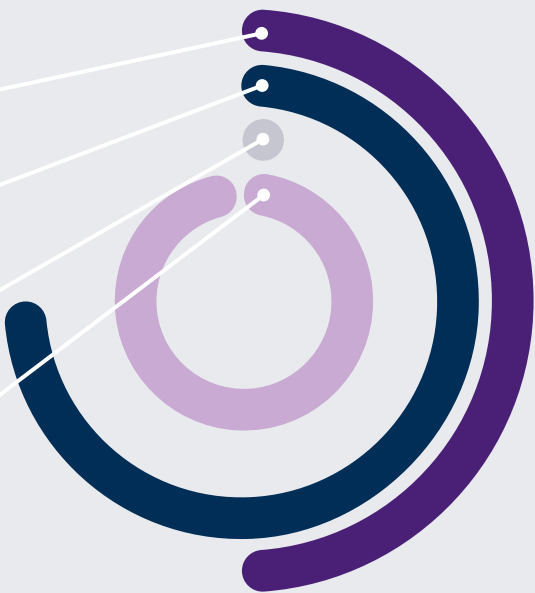
- Flexible maintenance schedule**



- Parts coverage and risks**



- In-house engineering capabilities**







## Time and Materials

**For customers looking for labor and parts assistance only when and where it's needed**

Our role is to ensure you get what you need by partnering with you to think differently and solve, innovatively. For example, we believe that service maintenance can be financed in different ways. Time & Material Services is the perfect solution for customers who need services on transactional basis, want total flexibility and are prepared to take on the whole risk of not covering all options for their facility.

### **Time & Materials includes:**

- Budget flexibility without paying fixed fee upfront.
- Guaranteed Original Equipment Manufacturer's quality and warranty.
- Being able to make use of skilled and professional engineers from Philips as required.
- Direct, personalized online and telephone access to a single contact.
- On request fast response and delivery up to 24 h.
- Guaranteed certified parts availability (in-stock).

## On demand services

Helping you when you do not have a service contract for customers looking for labour and parts assistance only.





# Additional services that help you maximize your clinical capabilities and technology performance

We want you to get the absolute maximum out of your service agreement partnership with us. That's why Philips RightFit service agreements incorporate a range of optional and added-value services.

All contracts include software firmware updates. This includes, as standard, all revisions to Philips proprietary operating system software and hardware reliability updates that address essential equipment performance issues.

Philips field and remote service engineers have the clinical knowledge and technical skills to handle your most complex service challenges independent of brand or type of healthcare equipment. When you choose Philips, you're choosing a team of experts with a track record of clear communication and collaboration, and a dedication to serving you with the best possible service experience.

With a growing number and breadth of remote capable systems, Philips engineers are able to resolve issues faster both remotely and on-site. With the goal of minimal unplanned downtime, Philips applies reactive, proactive and predictive technologies to connected systems with minimal disruption to patient flow. Sophisticated security features provide protection for your networks, medical systems, and patients' privacy.

In addition, the following supplementary services are available as added value add-ons:

## **1 Education and Training services**

Philips Education Services offers also, extensive skilled and engaged staff to ensure good clinical outcomes and patient experience personalized and continuing clinical, technical, operational and professional development learning programs that are accessible anytime, anywhere via a blended learning approach, while embracing the very latest in learning insights to ensure the highest level of knowledge retention.

## **2 Technology Maximizer**

Stay clinically advanced and maximize imaging investment with Philips Technology Maximizer. Technology Maximizer is a program that runs in tandem with your RightFit Customer Service Agreement\*. For a predictable subscription fee, you can have the latest available software and hardware technology releases for a fraction of the cost of purchasing them individually. No need to wait for budget approval. No need to buy individual upgrades. No hassle. Just a cost-effective way to manage ongoing technology upgrades through your operational budget.





# Looking to the future: Operational Intelligence for maintenance

At Philips Maintenance Services, we partner with you to deliver maintenance services that are operationally intelligent.

Operational Intelligence is the partnership of continually synchronized people, processes and technology. This operating model turns the current trend to think and prioritize technology first, on its head by combining three critical components to create and deliver a healthcare organization's products and services to result in profitability and growth.

Rather than operating as a sales organization, when Philips Maintenance Services partners with you as a healthcare provider, we bring our Operational Intelligence approach to merge skills and capabilities.

This approach to working together offers cumulative gains, unlocking hard value but also the softer, more people-powered value that is harder to achieve and quantify but delivers such significant benefits.

Philips Maintenance Services helps you drive performance, usability and interoperability by keeping your technology sustainable and reliable. Partnering with us, you can expect:

**People + Process + Technology = Operational Intelligence for Maintenance**



## People

Working as one: We will merge our skills with yours for continual, cumulative improvement.

**Our people will support your maintenance requirements with:**

- Account managers and commercial service leaders who understand your needs.
- Technical phone support, on-site support and remote problem solving by experts with deep clinical insights.
- Proactive service engineers who work remotely or in the field, asking questions and solving problems before they occur for zero unplanned downtime.
- Call center advisors who ensure the right people are lined up to help if downtime issues occur.
- Customer delivery managers for ongoing strategic support to identify problems and make sure we live up to our promises.
- Clinical application specialists for application support and education on basic and advanced topics.

- **Embedded Daily Management** – a process our service teams follow to maintain a culture of continuous improvement while quickly identifying corrective actions.
- **Global Daily Management Framework** – a standard to ensure 100% performance transparency, including prioritizing needs and ensuring product/service quality.
- **System down visibility and escalation** – uses Monster Map, ServiceMax and Visual Map, to provide macro and micro visibility of system issues. Supports uptime, fast resolution planning and response, and a consistently high customer experience. This includes prioritizing the focus of key incident steps along the flow: 1 (patient at risk) 2 (complete system down), to ensure timely resolution.



## Technology

Technology is an enabler. Operational Intelligence makes it connected and interoperable with a comprehensive overview of how people and systems will need technology – now and in the future.

**Our technology will support your maintenance requirements with:**

- **Customer services portal** – [www.philips.com/bh/healthcare/resourcecatalog/landing/customer-service-portal](http://www.philips.com/bh/healthcare/resourcecatalog/landing/customer-service-portal)
- **Reacts** – the Philips platform with interactive tools, secure solutions, and training and support so physicians can make definitive diagnostic decisions any time, from anywhere in the world. Already deployed for Ultrasound in > 80 countries, reacts enables dynamic, remote interaction for teleconsultations, secure messaging, remote wound care, tele surgical assistance and procedure supervision.
- **Remote Monitoring and Diagnostics** – processes data from connected medical devices into Philips' big data solution. Artificial Intelligence and tools proactively and/or predictively monitor systems and devices for fast, accurate case diagnosis and fault resolution, and less unplanned downtime. 35%<sup>3</sup> of cases are resolved remotely for an overall first-time-right ratio of 86%<sup>4</sup>. Philips Remote Service constantly monitors system health and generates potential issue alerts in Philips Remote Monitoring Workspot. Cases are then registered and forwarded to a remote service engineer who can immediately identify and fix the issue and advise on future actions.



## Process

Operational Intelligence unlocks smart, tailored processes. The opposite of 'one size fits all', it ensures processes are fine-tuned and co-created together.

**Our processes will support your maintenance requirements with:**

- **Connectivity KPI process** – to track and manage your remote connection for best-in-class coverage. We'll check your connection performance by measuring how many enabled devices used the full remote service for corrective or preventive maintenance to optimize systems.
- **NPS Service Quality Survey** – a short customer satisfaction survey, which is automatically triggered after service events (max 1 every 30 days). All results are evaluated for continuous service improvement. Low scoring 'hot alert' customers are contacted within 2 days to determine the root cause of their problems and discuss actions.
- **Right time, right site, first time right practice** – a proactive approach to ensure you always get the right parts on site when Philips come to fix the system.

<sup>3</sup> Based on data from FY2019, Philips Healthcare (all modalities)

<sup>4</sup> Based on data from FY2019, Philips Healthcare (all modalities)



A smiling man with a goatee, wearing a headset, is seated at a desk in a call center. He is looking towards the camera. In the background, other call center agents are visible, working at their desks. The scene is brightly lit with warm tones.

## Get in touch

### Interested to learn more?

Let's talk. Even better, let's collaborate. We'd love to help you apply Operational Intelligence to help solve your maintenance challenges. Simply click on the link below and we'll be in touch.

[www.philips.com/rightfit](http://www.philips.com/rightfit)



