



# Philips cardiovascular service ranks #1

## Philips leads in customer satisfaction

Through distinctive service and system performance, Philips received top rankings from customers across the 2015 IMV ServiceTrak survey.

In the survey, customers were asked to rate manufacturers on factors across the product ownership, including satisfaction with service performance, manufacturer and system performance, and satisfaction with service engineers. IMV asked customers to rate more than 600 cardiovascular systems. **Philips cardiovascular ranks first in 32 performance factors overall.**

### **Outstanding system performance reflects commitment to excellence**

Philips rankings demonstrate our commitment to deliver superb system performance to enable our customers to focus on quality patient care. Customers rank Philips cardiovascular systems #1 for ease of use, outstanding image quality, strong reliability of detectors, hardware and software, meeting uptime expectations and value of system upgrades. Philips strength in technology and innovation is recognized by customers with #1 ranking of our ability to drive industry standards.

### **Exceptional service comes from the best service engineers**

Dedication, competence, and reliability are characteristics Philips seeks and nurtures in its service engineers, and customers recognize and approve of these qualities. Philips service engineer performance ranks #1 in nearly all seven factors, demonstrating our commitment and ability to deliver exceptional service experience to our customers. Our engineers recognize that every customer issue deserves a fast and effective response, as evidenced by the top ranking in effective troubleshooting, timeliness of arrival on-site, degree to which commitments are met, and service engineer competence and attitude. Their consistently high quality performance earns Philips service engineers a top ranking for overall satisfaction with the manufacturer.

When choosing Philips to fulfill your cardiovascular imaging needs, you are choosing a premium system backed by premium people. Our commitment to technology and people is a commitment to you, to support you so that you can focus on what's most important – your patients.

# Philips ranks #1 in these areas in the Cardiovascular systems 2015 IMV results

## Manufacturer performance

Overall manufacturer performance	#1
Probability of repurchase	#1
Ability to drive industry standards	#1
Value of system documentation	#1
System installation process	#1
Effective comm./coord. of install team	#1
Competence of install team	#1
Overall OEM training program	#1

## System performance

Overall system performance	#1
Image quality meets expectation	#1
System ease of use	#1
Reliability of detectors	#1
Hardware reliability	#1
Software reliability	#1
System uptime meets expectations	#1
Value of system upgrades	#1

## Service performance

Overall service performance	#1
Current service arrangement meets needs	#1
Service follow-up	#1
OEM preventative maintenance program	#1
Effective escalation by service team	#1

## Service engineer performance

Overall service engineer performance	#1
Effective troubleshooting by engineer	#1
Timeliness of engineer arrival on-site	#1
Degree engineer meets commitments	#1
Competence of engineer	#1
Attitude of engineer	#1

## Telephone support performance

Ability to resolve technical issues	#1
Technical competence of engineers	#1
Ability of engineers to understand issues	#1

## Clinical applications performance

Overall clinical support	#1
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## Emergency service performance

Time for engineer to arrive on-site	#1
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## About the ServiceTrak™ survey

IMV Limited 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. The 2015 ServiceTrak Imaging – X-Ray Cardiovascular Systems report is based on data collected from 631 respondents.



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