



**PHILIPS**

Customer services

Diagnostic imaging

# Earning your **trust** every day

You ranked Philips **#1**. Again. And again.

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you? Recent results from the independent IMV ServiceTrak™ study on imaging systems give additional insight about how Philips is meeting customer needs and expectations. Customers again ranked Philips #1 in key service areas. These results are important to us because they're important to you, demonstrating the value Philips brings to you and your patients every day.



We put our experience, expertise, and commitment to work for you to help you get the most from your Philips imaging systems every day. Today's demanding healthcare environment means you need to do more with less. We're rising to meet those challenges with you, with adaptable service solutions such as RightFit Service Agreements that deliver the flexibility and value you look for in a strong service relationship.

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. Together, we can create a healthier future.

# We bring **value** to you so you can bring value to patients

## Philips #1 in these areas, three years in a row

Satisfaction with service and support	
Overall service performance	#1
Service follow-up	#1
Satisfaction with field service engineer	
Overall service engineer performance	#1
Timeliness of initial phone response by engineer	#1
Effective troubleshooting by engineer	#1
Timeliness of engineer arrival on-site	#1
Degree commitments met by engineer	#1
Satisfaction with manufacturer	
Effective communication and coordination of install team	#1

## Philips also ranks highest in these areas

Satisfaction with service and support	
Current service arrangement meets needs	#1
OEM preventative maintenance program	#1
Effective escalation by service team	#1
Technical competence of phone engineers	#1
Ability of phone engineers to understand issues	#1
Satisfaction with sales performance	
Timely phone response by sales	#1
Knowledge of products by sales personnel	#1
Degree commitments met by sales	#1
Satisfaction with manufacturer and system performance	
Overall OEM training program	#1
Modality-specific performance	#1
Satisfaction with engineer performance	
Competence of engineer	#1
Attitude of engineer	#1

## Philips #1 in clinical performance, in 2015 and three of last four years

Satisfaction with clinical applications performance	
Overall clinical support	#1
Ability to resolve clinical issues	#1
Knowledge of clinical specialists	#1



### About the ServiceTrak™ study

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 All Systems report is based on the feedback of respondents using approximately 5628 imaging systems including ultrasound.



Philips customer services is service that works for you.

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