

**PHILIPS**

Customer Services



## Customer Services Portal

Driving service, at your fingertips

The Philips Customer Services Portal makes life easier by offering you an online platform to manage your Philips products and related services across modalities.

With the online portal, you can identify which of your organization's products are up and running – or order service for those that are not.

**It's always there, always on.**

Erik Dupont uses the Customer Services Portal to drive operational efficiency, predict lifetime of equipment and reduce downtime.

“The Services Portal is a tool that extends the communication with Philips. We see it as a tool to get rid of time wasting procedures. It enhances the information flow and it helps getting data from service.”

- Erik Dupont, Medical Physicist, Zeeland University Hospital, Denmark

## Top features

1. View the service status of your products by modality, contract, warranty or location
2. Create and view new service requests
3. View the end of life status of your Philips products
4. Run and view reports to drive efficient processes in patient care

Login to the portal **anywhere, anytime**



Create cases,  
manage cases



Manage Philips  
and multi-vendor  
products



Reporting and  
analytics



View contracts by  
modality, location  
or individual  
equipment

Customer Services Portal login: [www.customerservices.philips.com/cp\\_login](http://www.customerservices.philips.com/cp_login)

To learn more, ask your Philips service engineer,  
service account manager or visit our website.