

PHILIPS

Customer Services

Customer Services Portal

Driving service, at your fingertips

The Philips Customer Services Portal makes life easier by offering you access to an online platform to manage your Philips products and related services across modalities – all at no additional cost.

With the 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.

"I was really honored to be asked to test the Philips Customer Services Portal."

"The portal helps us to have our equipment in peak working condition with less downtime for our patients."

- Sue Gillon
Service Delivery
Coordinator |
Administration,
Queensland X-Ray,
Australia

Top features

- 1 View the service status of your products by modality, contract, warranty or location
- 2 Create and view service requests
- 3 View the end of life status of your Philips products
- 4 View and download customer service receipts, test and inspection reports, quotes
- 5 View the Installed base health dashboard

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

No account yet?

Visit the web page for more information or to request a portal account. www.philips.com/customer-services-portal

We've launched a mobile light version of the portal. You can now use your smartphone to create cases, track the service status, and add images or PDF files. Getting started is easy.

Scan the QR code with the camera app on your smartphone to login to the mobile light version. A portal account is required.



**To learn more about the portal contact your
Philips service engineer or your service account manager.**