



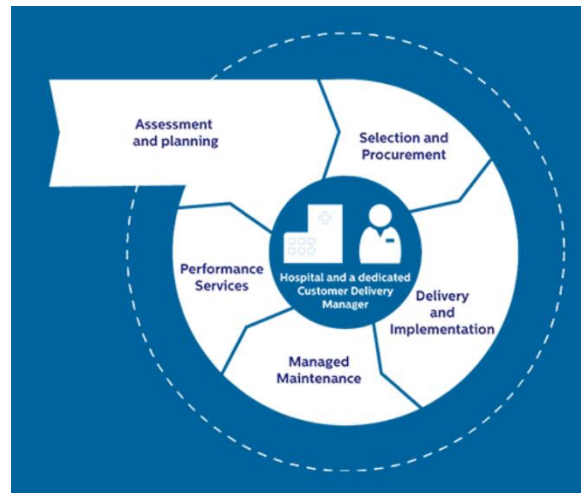
Media Backgrounder

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Managed technology services

More and more, Philips is teaming up with hospital and health systems to understand their needs, provide integrated solutions, and engage in long-term service and maintenance to drive improved patient outcomes, quality of care delivery and cost productivity.

In this context, Philips is pioneering new business models that fit its customers' needs better. These include Managed Technology Services, as well as Software as a Service and Product as a Service models. Philips has also started to take co-accountability for its customers' patient outcomes and productivity.



Philips Managed Technology Services is one of many businesses within Philips that is propelling advancing in strategic technology management by taking a broader, more holistic focus.

Going forward, Philips aim to expand its strong positions across the full care cycle – from healthy living, and diagnosis, through treatment and beyond – by extending its solutions capability to address its customers' unmet needs, and so deliver the full benefits of data-enabled connected care.

Why is it important?

Modern medical technology offers a way to empower patients and professionals alike, to have full healthy and active lives and rewarding careers. Yet the overwhelming challenge of 21st century healthcare is how to move from cost-increasing to cost-reducing technology.

While technology represents a significant investment and an essential component in quality healthcare delivery, the role it plays and its management is changing. The shift to value-based healthcare has driven hospital leaders to look for ways to provide high quality care in new ways with new care models, yet faced with a lack of resources, under pressure staff and operational complexity, they have been stretched to achieve real benefits.

What is innovative about it?

Philips delivers end-to-end solutions that start with objectively assessing the need – from patient experience, workflow and operational requirements, through to training and technology support - to

ensure that medical teams and hospital leadership have a fully integrated solution that delivers on experience and outcomes.

Operating as an extension of healthcare teams, Philips works transparently, flexibly and collaboratively to assess and identify challenges, priorities and define a realistic action plan.

This means that Philips can support their partners to resolve service problems before they impact on day-to-day operations. With AI-driven services empowered by e-Alerts, Philips monitors performance parameters for fast, accurate case diagnosis and fault resolution. Often Philips remote service identifies potential vulnerabilities before they interrupt operations - fueling the shift from reactive to proactive to predictive maintenance.

In this way, healthcare teams gain meaningful, actionable insights drawn from Philips' proven experience in Managed Technology Services partnering to help enable technical operational efficiencies and more confident investment.

What is the benefit of the innovation?

It's a one-team, shared goal model of continuous improvement that delivers results; functionally and emotionally.

What began as an idea about how a hospital system and a technology provider could better work together has become a powerful new way of working for hundreds of Philips and healthcare professionals.

Philips' Managed Technology Services work on the disruptive premise that the transformation to outcomes-based partnerships and the true realization of connected care is only possible through the effective synchronizing of people, processes and technology; with the human factor being as important as the technology and systems.

People: Philips peoples' skills merge with medical teams for continual, cumulative improvement.

Process: Operational Intelligence unlocks intelligent, tailored processes that are finetuned and cocreated.

Technology: connected and interoperable technology break down silos to provide a comprehensive, ongoing solution that enable people and systems to realize the best outcomes for patients and staff.

Find out more

- [Solutions partnering.](#)
- [Why strategic technology management is emerging as a key operational discipline in healthcare](#)

Sources:

- [Managed Technology Services](#)
- [Create Strategic Technology Management Plan](#)

- [Why strategic technology management is emerging as a key operational discipline in healthcare](#)
- [Bringing operational intelligence to life](#)

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About Royal Philips

Royal Philips (NYSE: PHG, AEX: PHIA) is a leading health technology company focused on improving people's health and well-being, and enabling better outcomes across the health continuum – from healthy living and prevention, to diagnosis, treatment and home care. Philips leverages advanced technology and deep clinical and consumer insights to deliver integrated solutions. Headquartered in the Netherlands, the company is a leader in diagnostic imaging, image-guided therapy, patient monitoring and health informatics, as well as in consumer health and home care. Philips generated 2020 sales of EUR 17.3 billion and employs approximately 78,000 employees with sales and services in more than 100 countries. News about Philips can be found at [here](#).