



Protection and performance

Philips Remote Services

PHILIPS

Seamless support for your systems . . .

Balancing improved patient care with financial responsibility and efficient workflow can be a challenge. In today's tightening global economy, it is critical to realize the full potential of every resource. You must get the most from your imaging systems, maximizing their capabilities every day. To help you do so, Philips has invested heavily in remote support facilities. We can sustain your systems from a distance, without interrupting your daily routine.

Philips Remote Services is an advanced, virtual private network that links your Philips Healthcare equipment to our Global Remote Services Customer Care Centers. Through a highly secure broadband connection, our experts provide you with continuous support to ensure maximum system uptime and to deliver innovative new services.

Simplicity is assuring there is no compromise between patient care and productivity.



peace of mind for you.



Issue

A compressor in the MR technical room is inadvertently turned off. Nobody notices it is off, and that the helium level starts to drop faster than normal. A Philips specialist remotely monitoring the MR notices the increase in helium consumption, identifies the reason, and takes remedial action.

Result

No lost examinations, no unexpected costs, and no disappointed patients.



Proactive, predictive support

Imagine if potential technical issues could be diagnosed and remedied before they become problems. They can. Continuous system analysis allows our experts to detect anomalies before they impact equipment performance—protecting you against lengthy downtime and unexpected cost.



Issue

You can't start a system application. Thousands of miles away, a Philips Remote Services expert scans the system from our Customer Care Center and determines application files have been unintentionally deleted. The files are restored remotely via Philips Remote Services.

Result

You are down for less than 15 minutes.

If a deteriorating situation is detected, corrective action can be carried out quickly and effectively, often with no interruption to your busy schedule. We can warn you at the very moment a parameter deviation is recorded, so clinical and technical departments can prepare for restorative action without inconveniencing your patients or staff.

Our remote repair capability allows many software errors to be addressed immediately. In fact, experts may discover and fix problems before you even place a service call. Philips Remote Services proactively handles thousands of preventive and remote fixes every year, precluding lengthy onsite repairs and improving the daily experience of your staff.

Should a problem require a visit by one of our field service engineers, we accelerate that repair by identifying the defective part in advance and by providing real-time diagnostic support during the repair.



A service designed around you

“We chose Philips Remote Services because of Philips quality. Mackay is a remote site, so reliability is important. Our experience has been good, and we have had no problems accessing the system. There is no need for us to sit on the phone waiting for instructions or solutions from the engineers. And the system is very secure.”

Ian Pengelly, Chief Radiographer, Sonic Healthcare, The Mater Private Hospital, Mackay, Queensland, Australia

Philips has built a global platform for system communications that certifies all shared data is handled via best-in-class encrypted transmission technology. We make sure your sensitive data is professionally managed above international industry standards, so the level of service to you is uncompromised. This powerful infrastructure is the foundation upon which our Remote Services are delivered.

How do you benefit from Philips Remote Services?
In several ways:

- Your equipment remains more reliable through 24/7 proactive monitoring, remote diagnoses and fast repair.
- You gain workflow efficiencies with increased operational usage time and enhanced application support.
- Your patients experience uninterrupted care and service satisfaction.
- You are assured your equipment is operating at peak performance.

Consider it a “greener” alternative to sustaining your technology investments. If we do not have to send a field service engineer to your site, everyone benefits.

Best of all, our Remote Services solution is offered free of charge to customers with a Philips Platinum, Gold or Silver service agreement and during warranty.



Added value for you, your patients

Provide excellent image quality

Your patients' treatment and care are influenced by effective diagnosis, and a medical imaging system is only as good as its diagnostic picture quality. While Philips imaging technology is state-of-the-art, the unfortunate fact is quality can deteriorate slowly, almost imperceptibly, over time.

Philips Remote Services helps avoid this problem by providing constant monitoring. Your system's image quality is continually and objectively compared with similar ones around the world and in our factories. When required, adjustments are made remotely or scheduled to be completed during routine service calls.

Get the most from your systems

To maximize your return on investment, all systems must operate efficiently. Performance optimization is a key component of Philips Remote Services, today and into the future.

A professional service available for an additional fee, Philips Utilization Services makes practical information about usage patterns available to you with enough detail so you can be confident that decisions made for your institution are effective. Trend reports and industry benchmarking research assure you that systems improvements are consistently and properly applied. Not only are these reports tailored to your unique situation, but they are accessible 24/7 from any location.

Our goal is to help you reduce the total cost of ownership by getting the most from your systems each and every day. Utilization Services helps you stop guessing and start knowing.

Stay up to date effortlessly

Philips Remote Services also opens the door to innovative new services. Automatic software updates can be distributed and installed without workflow interruption, ensuring your systems are always running the latest release.

Simplified, ongoing access to each of your systems provides us with system configuration information in terms of hardware, application software and clinical software. We can identify the proper upgrade path for each system, allowing you to select suitable product enhancements. We even offer a "try and buy" software program. Download it, run it and pay for it only if it meets your clinical needs.

In every transactional instance, you can be assured that built-in security features provide maximum protection for your internal networks, patient privacy, and medical systems.



It just makes sense



“Rather than looking at productivity data that’s usually a month old, you get minute by minute data that you can look at the next day and check: how did I do? In the past, I heard only anecdotal stories. Now I have objective information.”

Erwin Schwarz, Director of Diagnostic Imaging Services
Oregon Health & Sciences University

By choosing Philips Remote Services, you help us to help you. Continuous examination helps us provide immediate, expert technical support. Seamless connectivity puts you just a click away from a larger range of Philips Customer Service offerings.

Protect against downtime and enhance systems performance. Philips Remote Services is an outstanding example of our commitment to “sense and simplicity.”

- It saves you time, effort and money
- Gives you peace of mind
- And helps improve patient care

Reduce the risks associated with your institution’s growth; get connected now.

Philips Customer Services support you in every season of system ownership—from Planning through Start-up, Peak Usage and Renewal—by helping you simplify your operations in ways that let you spend more time focusing on what’s most important: the needs of your patients.

Philips Customer Services is service that works for you in all the seasons of ownership. Call us today to learn more.



**Philips Healthcare is part of
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