



**PHILIPS**

*RightFit*

Service Agreements

# Cooperative relationship

## RightFit Support

Would you like to make the most of your engineering staff's time – without risking service levels or system performance? Philips RightFit Service Agreement Support allows you to build trust in your in-house team while building a close working relationship with Philips.

# Designed around you

Philips RightFit Service Agreements include a comprehensive range of agreement options to best fit your service needs. All offer a great service experience, open communications, and a hands-on approach with Philips. And all were created with you in mind. So no matter which one aligns with your strategic vision and service priorities, it will be the right fit – for you.

## **A premium relationship agreement**

RightFit Support is a shared-responsibility offering from Philips for those who want to give their in-house engineering teams secure access to OEM parts and technical expertise. It includes full parts coverage and unlimited second-response OEM on-site labor, along with optional coverage on strategic parts (tubes, flat detectors, and image intensifiers), parts and labor pools, and premium value-added services.

Support also includes technical and clinical telephone support from our USA-based Customer Care Solutions Center. Philips experts are on call around-the-clock to provide live assistance, 24/7 remote monitoring, and diagnostic services.

With RightFit Support, your engineers can train alongside Philips service engineers through the shared planned maintenance option. As your team develops, Philips offers you the opportunity to adjust your service coverage based on your changing needs annually. It's one more way we're showing our commitment to working with customers like you.

## **Multi-Vendor Services also available**

Chances are you're managing and servicing clinical equipment from numerous vendors. Philips Multi-Vendor Services can help. Our comprehensive programs consolidate all your service requirements under one contract. You get single source accountability, a single service agreement, and a single invoice. Simplicity – so you can focus on delivering quality patient care.

## Why Philips RightFit Support?

- Reduce unexpected bills for critical parts needed to maintain or repair your system with unlimited access to OEM-manufactured parts
- Help reduce resolution time with quick OEM on-site response and parts delivery
- Help improve the expertise of your in-house team as they work side-by-side with Philips engineers to maintain your equipment to OEM standards
- Adjust your service support to match real-time staffing levels and the skills of your in-house team



## RightFit Support services

Service delivery	
Transition Assist	Optional
Labor	
Labor coverage	Second response unlimited Monday – Friday, 8 a.m. – 5 p.m.
On-site response	4 hours upon customer request where available
Planned maintenance	Optional
Preferred labor rates	Included
Diagnostics licensing and documentation	Included (requires completion of customer engineer training)
Parts	
Standard parts coverage	Included
Parts delivery	10:30 a.m. next day
Strategic parts coverage	
Magnet Maintenance Package (Cryogenics, Magnet Insurance, Coldhead)	Included
Surface coils	Included
Chiller coverage	Optional
Crystals and Photomultiplier tubes (PMTs)	Included
X-ray tubes, image intensifiers, detectors	Optional
Pools	
Parts and strategic parts pools	Optional
Combination pools	Optional
Lifecycle	
Software and hardware updates (Reliability and performance enhancement)	Included
Philips Technology Upgrades (PTU)	Optional
Lifecycle Solutions Catalog discount	Lifecycle Solutions Catalog purchases discount at 25% off (not available for glassware purchases, excludes UPS)
Customer Care Solution Center	
Remote diagnostics	Included
Technical telephone support	Included
Clinical telephone support	Included
Solutions enhancements	
Service Management Reports	Philips Service Information, Utilization Essentials, Customer Loyalty Meetings Quarterly
Clinical Education Flex Account	Optional
Technical Training Flex Account	Optional

Availability of all options depends on system type and software release levels.

## Detailed definitions\*

**Transition Assist:** Ability to move to an Assist agreement during the agreement term.

**Labor Coverage:** The defined local available service hours for the service agreement.

**On-Site Labor Response:** Upon customer request, the time for a qualified Philips field service engineer to arrive at the customer site to perform maintenance services.

**Planned Maintenance:** Activities performed according to an equipment schedule to review safety, image quality, calibrations, equipment cleaning, performance trials and any other planned service prescribed by Philips.

**10:30 a.m. Parts Delivery:** 10:30 a.m. next day drop.

**Pools:** Various pool options offer significant discounts on parts and labor and predictable costs distributed evenly over each year of the agreement.

**Lifecycle Solutions Catalog:** Catalog of accessories and small upgrades.

**Remote Services:** Operating 24/7, the Customer Care Solutions Center provides remote services through predictive and proactive monitoring and diagnosis of imaging equipment.

**Technical Telephone Support:** Available 24/7, technical telephone support from the Philips Customer Care Solutions Center.

**Clinical Telephone Support:** Available during service agreement coverage hours, clinicians answer and support clinical questions related to the correct operation of the imaging system device.

**Utilization Essentials:** Compilation of workflow-related reports for visibility into system utilization and potential opportunities for business improvements.

**Philips Service Information (PSI):** A dashboard of service status reports for simplifying administrative and regulatory reporting.

**Flex Account Option:** Budgeted account for training in-house technical team or clinical staff to be used during term of the service agreement.

\* All services subject to terms of Philips RightFit Service Agreements.



## To learn more

Want to know more about Philips RightFit Service Agreement Support? Please contact your Philips sales representative or visit [www.philips.com/commitment](http://www.philips.com/commitment).

