



PHILIPS

Innovative Maintenance

Working as one
with your teams for efficient
uninterrupted workflow



Make the most of your vital healthcare assets

Keep your focus on the clinical and operational excellence of your practice with confidence, knowing that Philips service and security experts are watching over your vital healthcare systems 24/7*.

With our proactive remote monitoring and services, we can preempt issues to prevent them from occurring, speed resolution when needed, increase system availability, and enhance performance for your critical healthcare assets.

Overall efficiency

You can rely on proactive monitoring, advanced remote diagnosis, and fast repair to increase your workflow efficiencies and operational usage time. Our advanced virtual private network establishes predictive, assured, and reliable processes for monitoring your systems and for resolving issues. Instead of being surprised by a system issue, Remote Proactive Support continuously monitors key system parameters and notifies a remote service engineer of any anomalies before they impact equipment performance.

Performance improvement

Operational performance improvement is a key component of your competitiveness. To support your continuous improvement goals, Philips Utilization Services (optional service) leverages our advanced remote technologies to put actionable information about equipment usage patterns at your fingertips.

Armed with detailed utilization, trend and benchmarking information, you can confidently identify and take action on your biggest improvement opportunities.

Risk reduction

Many services that formerly required on-site visits are now available by connecting quickly to our remote experts. This helps support you in enhancing care and reducing costs. All of this is designed to help reduce risk in your financial and clinical operations.

Innovative new services

Philips Remote Services also opens the door to innovative new services that enable growth for your facility. Instant software updates can be distributed and installed without workflow interruption, ensuring your systems are always running the latest release. Philips application specialists can work with your team to identify the proper upgrade path for each system, allowing you to select suitable product enhancements that can advance your clinical performance.

Working as one with your teams

At Philips, we work as a trusted part of your team to pro-actively resolve issues before they manifest. Our worldwide network of service experts look beyond technology to the experiences of your physicians and patients to unlock insights. They are dedicated to meeting your needs and exceeding your expectations.

“With remote services the organization has become more efficient. We have minimal downtime across our whole fleet of scanners, which means maximize our income.”

Peter Sharpe
Chief Executive, Cobalt Imaging, Cheltenham, Gloucester

Philips Remote Service



Keep your systems running smoothly with proactive actions and fast response from Philips service experts



Drive efficiency with increased system uptime



Secure future success and take the lead with our innovative services

* Require minimum Right Fit contract. Conditions apply. Offerings are available in selected countries and for selected products only.

Protect your systems and patient privacy

Can your security standards ever be too high? Our answer to that question is no! Especially when it comes to today's digital healthcare environment that is based on an ever-changing landscape of communication devices and platforms.

Security

Philips Remote Services are based on a comprehensive security infrastructure as well as stringent procedures and controls to safeguard system security and access to protected health information. These measures are implemented in all of our activities, including remote system log-in, troubleshooting, proactive maintenance, and on-site repair visits.

A secure connection between your health care equipment and Philips Remote Service Data Center can be made using an outbound SSL connection or VPN tunnel or combination of both. We tightly manage security on both sides of the connection to safeguard protected health information.

To continue to guarantee security, only properly credentialed Philips service personnel, with the appropriate role and relationship to the individual customer, are permitted to access your systems and data (using a two-factor authentication) via Philips Remote Services.

Control

You maintain control over service access to your systems at all times by allowing service sessions to be initiated at your discretion. You can enable or disable certain proactive services, such as uploading patches, and reactive services, allowing a remote service engineer to fix an issue you reported. We can provide web-based reports that show detailed information about service activity on your medical systems, allowing you to verify specific service events.

Future proof

As new threats to the security of devices and healthcare information arise, we monitor new security vulnerabilities on an ongoing basis and take steps to address them. The Philips Remote Services security solution is based on guidelines and best practices defined jointly by the NEMA/COCIR/JIRA* Security and Privacy Committee. Thanks to our systematic approach to security management, we have achieved and maintained our ISO* 27001 certification for many years. This standards-based approach reduces the potential for security gaps – today and in the future.



Proactive. Innovative. Collaborative.

“Remote Services Philips prevented unscheduled downtime and interruption to our patient schedule. By remotely detecting an increase in data resends from our CT scanner, our system was repaired before we ever experienced a problem.”

Joseph D'Angelo Manager of Diagnostic Imaging Sault Area Hospital, Sault Ste. Marie, Ontario, Canada

Enhance your operations and quality of care

Partnering with you to improve your services

You rely on your healthcare systems to be there when you need them – to help you deliver excellent patient care. We share the dedication of your teams to solve issues before they start, and their drive to keep going day and night until the job is done.

With our innovative set of proactive remote monitoring and services we make sure your systems are always on and ready. They continuously support your systems remotely without interrupting your daily routine.

To safeguard your systems and confidential information, Philips Remote Services are delivered via highly secured network solutions that link your Philips and non-Philips equipment to our team of experts at our global Customer Care Centers.

With us taking care of your systems you can worry about what really matters – delivering better care, to more people, at lower cost.

Together, we can create a healthier future.

List of abbreviations

- COCIR: European Coordination Committee of Radiology and Electromedical Industry
- ISO: International Organization for Standardization
- JIRA: Japan Industries Association of Radiation Apparatus
- NEMA: National Electrical Manufacturers of America

High uptime

Downtime is not an option. Not in today's competitive healthcare environment. Not when you need to make the most of every resource. Not when your patients are relying on you to deliver the highest possible quality care when they need it most. A working system is essential to premium patient care.

Philips Remote Services are designed to provide you with the remote technical, clinical, and educational remote services you need to maintain and improve peak operating performance of your equipment, support and train your staff, and deliver a great patient experience thanks to a smooth uninterrupted workflow.

Proactive actions and fast response

Our team of experts continuously analyze your system to monitor and proactively detect potential system issues. They take the appropriate corrective action based on their decades of experience and deep understanding of your needs – to resolve problems more quickly or even prevent problems before they occur. Before an on-site visit, we can provide a technical diagnosis and identify defective parts, to rapidly repair the system and resolve the issue the first time it occurs.

Patient satisfaction

Philips Remote Services aim for zero unplanned downtime. They are designed to help you resolve your most complex technical problems before they impact patient care. We schedule maintenance and service visits when they will not disrupt delivery of your services. Philips Remote Services increase system availability by predicting potential system disruptions and proactively acting on them, letting you focus on what is most important, your patients.

“We work very closely in a partnership in providing education and training, but also state of the art imaging. ... Remote service provides us with an engineer online all the time. They tell us when we've got a fault before we know we've got a fault. And not only that, they can fix the fault before we knew we had a fault. And that's impressive.”

Peter Sharpe
Chief Executive, Cobalt Imaging, UK

