



# Planning instead of reacting

## Philips Proactive Remote Monitoring for maximum system availability

We believe that working together leads to high quality patient and exceptional clinical care. We achieve this by supporting you in enhancing every stage of your radiology workflow process. Philips Proactive Remote Monitoring provides the seamless integrated approach to maintaining your system.

### **Increase system availability through collaboration**

Philips Proactive Remote Monitoring service is a monitoring service by Philips experts, who make CT service automated and efficient for our CT users. Our expert engineers at the Customer Care Solutions Center in Alpharetta, Georgia use their extensive knowledge and tools, such as RADAR, to continually analyze the technical data transmitted by your CT system. They detect system anomalies and in many situations will contact you with a corrective action plan even before you realize you need support.

### **Enhance workflow and patient satisfaction**

In many cases, not only are we able to detect problems in advance but we can also resolve them promptly via a secure remote link. We can identify system errors, troubleshoot, diagnose, and perform immediate remote repairs to maintain your systems without interrupting your daily routine. For example, when image drive data is beginning to exceed recommended capacity, we can adjust this remotely, thereby improving performance. If a service engineer is required on site, we can reduce repair times by undertaking advanced diagnostics that allow us to determine the work and spare parts required prior to the visit. This often allows us to deliver

our corrective action around your existing patient schedule, which can further minimize disruption to your CT service and patients.

### **Increase productivity**

Whether we fix potential problems remotely or on site we can decrease the downtime of your system. Remote monitoring of essential system parameters allows us to predict potential failures and proactively act, thereby minimizing the impact to your operations and reducing the risk of damage to your system.

Philips Proactive Remote Monitoring helps you provide outstanding patient care by enabling the highest levels of CT system performance predictably and efficiently.

“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*

# PHILIPS

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