



# Realize your full potential

**Philips Remote Services** for maximized performance and uptime of your ultrasound imaging systems

Balancing improved patient care with financial responsibility and efficient workflow can be a challenge. You must get the most from your ultrasound imaging systems, maximizing their capabilities every day. To support this requirement, Philips has developed a suite of advanced remote services that underscore our commitment to deliver the professional services our customers need to succeed.

Philips Remote Services links your Philips ultrasound equipment to our Remote Services Network, enabling remote clinical and technical support, problem diagnosis, proactive monitoring, and corrective maintenance. This assures that your systems operate at peak performance so you can focus on delivering the best in patient care.

## Advanced capabilities

All you need to do is supply an Internet connection and our engineers will connect your systems quickly and securely to our remote network.

Once connected, you'll experience:

- Rapid response and resolution to system problems
- Remote system management for faster PACS network and protocol configurations
- Clinical applications support for improved system operation and image optimization
- A shorter learning curve to accelerated workflow and productivity
- Assurance that you will have uncompromised advanced support

**PHILIPS**  
sense and simplicity

# We can sustain your ultrasound systems from a distance, without interrupting your daily routine

Potential technical issues can be diagnosed and remedied before they become problems, protecting against lengthy downtime and workflow interruptions. Broad clinical and technical solutions are part of Philips Remote Services – delivering value in many ways.

## How do you benefit from Philips Remote Services?

- Your equipment remains more reliable through proactive monitoring and remote diagnoses
- You gain workflow efficiencies
- You are assured your equipment is operating at peak performance
- Your patients experience uninterrupted care

The success of your organization depends upon assisting your staff, improving efficiency, and increasing patient satisfaction. Philips Customer Services supports you in every way, assuring there is no compromise between productivity and patient care.

For more information regarding Philips Remote Services, please call our Customer Care Solutions Center at **800-722-9377**.

Capability	Value
Clinical Support	Provides expert answers to clinical application questions. A specialist can take control of the ultrasound system remotely to give a step-by-step walk through of the procedure in question.
Technical Support	Perform system diagnostics remotely, review error logs, and connect system to PACS remotely.
Support Request	System user can place a technical or clinical support request directly to Philips from the ultrasound system. A Philips support representative will respond via telephone within an hour of receiving your request.
Remote Desktop	Allows Philips service engineers to gain a live view of your system's console. This enables remote operation, real-time clinical troubleshooting and issue resolution.
Proactive Monitoring	Proactive Monitoring continually monitors key system parameters, detecting anomalies before they impact performance. Corrective action can be taken quickly, often with no impact to patient schedules.
Security	The Philips Remote Services security solution is based on guidelines and best practices defined jointly by the NEMA/COCIR/JIRA Security and Privacy Committee. All Philips personnel receive extensive training in processes, procedures and policies to guard sensitive healthcare information.

Please visit [www.philips.com/uscustomerservices](http://www.philips.com/uscustomerservices)



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