



PHILIPS

Ultrasound

Built on **trust**

Philips ultrasound ranked **#1** for 22 years in a row

Philips Healthcare ultrasound ranks first in overall manufacturer performance based on customer rankings in the 2014 IMV ServiceTrak™ All Systems survey. Part of the annual IMV ServiceTrak™ surveys, the report reflects the responses of 1,816 imaging professionals measuring satisfaction with manufacturer, system, and service performance.

Customers were asked to rate manufacturers on performance factors across the product ownership lifecycle, including satisfaction with service, manufacturer and system, service engineer, and training.

Manufacturer performance

- Overall manufacturer performance
- Probability of repurchase
- Ability to drive industry standards
- Value of system documentation
- System installation process
- Overall OEM training program

System performance

- Overall system performance
- Image quality
- System ease of use
- Reliability of transducers
- Reliability of hardware
- Reliability of software
- Value of system upgrades
- System uptime meets expectations

Sales performance

- Timeliness of initial phone response by sales
- Knowledge of sales personnel regarding products
- Degree commitments met by sales

Service performance

- Overall service performance
- Current service arrangement meets needs
- Service follow-up
- Effective escalation by service team
- Preventative maintenance program

Phone support performance

- Technical competence of engineers
- Ability of engineers to understand issues

Service engineer performance

- Overall service engineer performance
- Timeliness of initial phone response

Emergency service performance

- Time for service engineer to complete repairs on-site
- Callbacks within 48 hours
- Number of service calls in last 90 days

“Philips ultrasound ranks first for 29 of the performance factors overall.”

Service that works for **you**

Our **commitment** to you never ends

These results reflect the Philips commitment to delivering an exceptional sales, service, and education experience to you. Philips provides solutions that address your lifecycle needs so you can focus on delivering high-quality patient care. This is why customers rank Philips #1 in probability of repurchasing – our team has a singular focus on customer needs and works together to build a trusted relationship over time. Choosing Philips to fulfill your ultrasound imaging needs is just the beginning. Our commitment to our ultrasound customers never ends.

Quality **service** from qualified people

The desire to meet commitments is a characteristic we seek and nurture in our sales, service, and education teams. Our customers consistently tell us how much they recognize and value this.

The experience and reliability of Philips service personnel play a significant role in customer satisfaction, as indicated by the highest ranking for overall service engineer performance. Their consistently high-quality performance earns Philips service engineers a top rank for overall satisfaction with the manufacturer.

The success of your organization depends on people. Philips Services are designed with that in mind – to help you create healing environments, develop your staff, enhance your organization's performance, and increase patient satisfaction.

Depend on us. The resources, training, and support we offer enable you to focus on what's most important: your patients.

Philips Customer Services is service that works for you. Call us at **1-800-722-9377**. www.philips.com/healthcare



About the ServiceTrak™ survey

ServiceTrak is one of the most recognized and trusted surveys in the healthcare industry. The survey is conducted annually by IMV, an independent healthcare market research company with more than 20 years' experience in analyzing the medical imaging, clinical diagnosis and analytical instrument markets. ServiceTrak reports provide an objective, non-anecdotal benchmark of service levels as measured by actual customer experiences and impressions. Respondents are drawn from a randomized database of US hospitals. The 2014 ServiceTrak Ultrasound All Systems report is based on data collected from 1,816 respondents.



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