



**PHILIPS**

Patient monitoring

Survey

# Putting you first has its rewards

**Philips ranked #1 in OEM service performance. Again.**

We understand that you count on us to help keep your patient monitoring systems up and running. Just as your patients count on you to deliver quality care when they need it most. The IMV ServiceTrak Survey on Patient Monitoring is one of the many ways we make sure we're meeting your needs and expectations. In 2014, Philips Patient Monitoring was rated #1 in Overall OEM Service Performance for the twelfth time in the sixteen years this independent research has been conducted. The results are a direct reflection of our commitment to the people who matter most – you and your patients.



## Measuring the total customer experience

In the 2014 Patient Monitoring Survey by IMV Limited, healthcare professionals like you were asked to grade patient monitoring system manufacturers on a broad range of factors. Included were ratings for system performance, probability of repurchase, ability to drive industry standards, satisfaction with the equipment, service performance, remote dial-in/diagnostic support, OEM preventative maintenance programs, and more – the complete customer experience.

## The highest ratings – across the board

Not only did Philips achieve the #1 ranking in overall service performance, we were at the top in several important categories – a tribute to Philips service professionals and their dedication to helping you deliver better care to more people at a lower cost.

### Philips rated #1 in:

- Overall service performance
- Overall manufacturer performance
- OEM training program
- Technical competence of engineers

## Tops in customer satisfaction too

You look to Philips for reliable products and expert advice – for systems that are always on and service professionals who are always ready. If you're not satisfied, you let us know.

The result? In 2014, you have rated us **#1 again in overall service performance**. In fact, 100% of the 247 Philips respondents were satisfied or highly satisfied with their overall service performance.\* We also scored a #1 rating for overall manufacturer performance, as well as other equipment attributes.

### Satisfaction with service and support

Overall service performance	#1
Technical competence of engineers	#1
Ability to resolve technical issues	#1
Technical competence of phone engineers	#1
Ability to resolve issues while connected	#1
Proactive resolution without impacting patient care	#1

### Satisfaction with manufacturer

Overall manufacturer performance	#1
Ability to drive industry standards	#1
Value of system documentation	#1
Overall OEM training program	#1

### Satisfaction with equipment

Hardware reliability	#1
Software reliability	#1
Value of system upgrades	#1

\* IMV Survey Jan–Dec 2014.

## Count on us as your patients count on you

Delivering responsive, quality care to your patients is challenging enough. The last thing you want to worry about is if your monitoring system is operating at its full potential. Philips works as one with your team to help you deliver high level service. Philips support services include proactive remote monitoring, flexible service agreements, preventive maintenance, and adaptive business models. A full range of clinical services is available as well.

The 2014 IMV ServiceTrak™ Survey on Patient Monitoring is further evidence that you can count on Philips as your patients count on you.

Call us at 888 647 4285 or visit [www.philips.com/healthcare](http://www.philips.com/healthcare) to learn more.



## About the ServiceTrak™ Survey

IMV Limited is an independent healthcare research company with more than 20 years experience in analyzing the medical imaging, clinical diagnostic and instrument markets. ServiceTrak™ is one of the most recognized and trusted annual surveys in the healthcare industry. Participants are drawn from a randomized database of U.S. hospitals and imaging centers. The 2014 ServiceTrak Patient Monitoring Systems report is based on data collected from 760 U.S. respondents.

