



PHILIPS

Healthcare

Customer Services

One provider, one point of contact, one solution – **yours**

Philips Multi-Vendor Services for your imaging and biomedical systems

Are you looking for a simple, reliable, and cost-effective way to keep your imaging systems and biomedical equipment performing at their peak – regardless of who makes it? Philips Multi-Vendor Solutions provide you with quality service, expert technical assistance, and certified parts for all your Philips and non-Philips systems – all from a single source. So you can reduce the complexity of managing multiple original equipment manufacturers (OEMs), insurance providers, and third-party service organizations. With our flexible, customized programs and consultative approach, Philips can help you increase uptime, streamline workflow, lower costs and help enhance patient care.

One source, many rewards

- Control service costs
- Improve uptime and performance
- Provide data management and reporting
- Simplify maintenance
- Focus on what you do best – patient care

Experience and expertise you can count on

For almost two decades, Philips has provided award-winning service on a wide range of medical imaging systems and biomedical devices – regardless of brand.

With Philips Multi-Vendor Services, expert help is always within reach. More than 2,000 Philips Support Specialists are fully trained and qualified to service equipment from every major manufacturer. They receive extensive, system-specific training at our Cleveland and Nashville Technical Centers of Excellence. And all are fully certified to service a wide range of Philips and non-Philips equipment.

The Philips advantage

Philips continually invests in technologies and resources designed to deliver OEM-quality service for both Philips and non-Philips equipment.

- Our Customer Care Solutions Center operates 24/7/365, giving you access to technical guidance when you need it.
- Philips regional parts depots are located across the country, so we can typically provide same-day or next-day delivery of parts to decrease downtime.
- Philips multi-vendor support includes remote resolution of service issues with guaranteed uptime via a wealth of flexible service plans through Philips RightFit program.

Support for your in-house team

With Philips RightFit Service Programs, you can make the most of your in-house resources to keep your imaging systems and medical equipment up and running – and stretch your support dollars.

- Your in-house team can count on back-up support from experienced Philips field engineers to maintain high uptime and keep unplanned service costs under control.
- Gain easy access to certified high-quality parts, and experience hands-on cost-effective training.
- Get technical and remote services support on many of your high-end imaging systems.
- Take advantage of a true partnership – with service programs that allow you to transition your coverage from full to in-house without any penalties.

Parts access made easy

With our Multi-Vendor Services, your in-house team has easy access to quality non-Philips parts.

- Our loyalty parts purchasing program delivers quality parts at below-market prices, hands-on training, technical support, and back-up labor.
- With over 20,000 non-Philips parts in inventory in our ISO-13485:2003-certified Technical Center of Excellence, Philips can be your single source for parts to maintain and repair your own equipment.
- Philips experts can help with parts identification according to your requirements, including expedited shipping – 24/7.

One source, many resources

Get fast, direct access to parts through two companies owned by Philips, Dunlee and AllParts Medical. Dunlee manufactures approximately 70% of the world's x-ray tubes. AllParts Medical is a leading parts, training, technical support and equipment company. Philips also maintains working arrangements with a number of qualified technical resources and OEM service vendor arrangements to support your service needs.



On-site management and consulting

Philips supports your diagnostic imaging and biomedical equipment service needs with expert, on-site management and reporting. Our experienced project managers can provide complete asset management and capital planning consultation, as well as comprehensive reports to support regulatory requirements. It's all delivered directly to every level of your organization – from the clinical department to the executive suite.

Learn more

For more information about Philips Multi-Vendor Services, and how we can provide a tailored solution to your business needs, visit www.philips.com/mvs. Discover the power of one vendor, one service contract, one point of contact, and one solution.

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