



PHILIPS

Imaging systems

Earning your **trust** every day

You ranked Philips #1. Again.

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you? Recent results from the independent IMV ServiceTrak™ survey on imaging systems give additional insight about how Philips is meeting customer needs and expectations. Customers again ranked Philips #1 in key service areas. These results are important to us because they're important to you, demonstrating the value Philips brings to you and your patients every day.



We bring **value** to you so you can bring value to patients

Philips #1 in Net Promoter Score (NPS)

"Would you recommend your Philips system to a colleague?"

In 2014, Philips Healthcare again held the top-ranked Net Promoter Score among imaging systems manufacturers, and that was true of respondents with systems ranging from new (two years or less) to older (six years and more). Philips was also rated #1 in NPS for multi-vendor service, with a score of 23% against the industry average of 3%. That's trust you place in us every day.

Philips #1 in these categories, two years in a row

- Overall service performance
- Overall service engineer performance

Philips ranks highest in these additional areas

Satisfaction with service and support

Overall service performance
Service follow-up
Effective escalation by service team
Ability of phone engineer to understand issues
Remote services personnel proactive resolution without impacting patient care

Satisfaction with field service engineer

Overall service engineer performance
Timeliness of initial phone response by engineer
Effective troubleshooting by engineer
Timeliness of engineer arrival on-site
Degree commitments met by engineer
Competence of engineer

Satisfaction with manufacturer

System installation process
Effective communication and coordination of install team
Competence of install team

Satisfaction with system

Image quality
Modality-specific performance

These results are based on IMV Survey data Jan–Dec 2014.

Count on Philips as your patients count on you

We put our experience, expertise, and commitment to work for you to help you get the most from your Philips imaging systems every day. Today's demanding healthcare environment means you need to do more with less. We're rising to meet those challenges with you, with adaptable service solutions such as RightFit Service Agreements that deliver the flexibility and value you look for in a strong service relationship.

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. Together, we can create a healthier future.

Philips delivers service that works for you.

**Call us at 1-800-229-6417 or visit
www.philips.us/rightfit 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 Imaging All Systems report is based on the feedback of four quarters' respondents using approximately 5,561 imaging systems including ultrasound.



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Printed in The Netherlands.
4522 991 11261 * MAY 2015