

# PHILIPS

## RightFit

Service Agreements for  
Healthcare Informatics



### Healthcare Informatics

# RightFit – Count on us so your patients can count on you

#### The right fit for you

Whatever your strategic priorities or service needs, Philips RightFit Service Agreements offer a customized solution to help you achieve your organization's objectives. Our flexible portfolio includes an extensive range of service options that can be combined to precisely match your requirements.

#### The best service experience

Our RightFit team of experts has a track record of clear communication and collaboration, and is dedicated to providing you with the best possible service experience. A RightFit Service Agreement forms the basis for an ongoing, dynamic and agile partnership that leaves you free to focus on what's important – patient care.

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“With the help of Philips RightFit, we moved from a manual software rollout that took about half an hour, causing patient care downtime, to an automatic rollout, which reduced the downtime per workstation to five minutes, allowing us to resume patient care faster.”

#### Jordy Ruedisueli

IT Specialist at the Elisabeth TweeSteden Hospital Tilburg, the Netherlands

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#### Clinical Users

- Stable, reliable system provides better access to data
- Latest clinical tools
- Real-time online training enhances user experience and updates skills<sup>1</sup>



#### IT Managers

- Reliable remote support and fast resolution times
- Regular updates and upgrades provide access to the latest technological features
- Compliance with the healthcare IT standards



#### Hospital Management

- Transparent total cost of ownership throughout the contract period
- High-quality data analytics support effective business planning
- Supports workflow optimization

<sup>1</sup> KnowledgeScope is only available for Philips IntelliSpace Portal

## RightFit Service Agreements

# Keeping your IT solutions at peak performance

		Value	Protection	Uptime
Support services	Telephone / Remote support	●	●	●
	Standard coverage hours	●	●	●
	Extended coverage hours (e.g. 12/5, 24/7)	○	◐	◐
	On-site assistance	◐	◐	◐
Software services	License for software updates	●	●	●
	Remote installation of software updates	●	●	●
	License for software upgrades <sup>1</sup>	○	●	●
	Remote & on-site implementation of software upgrades	○	◐	◐
	Maintenance of standard reports & interfaces	●	●	●
	Proactive monitoring	○	◐	◐
	Uptime guarantee	○	○	99.X% <sup>2</sup>
Training services	On-site / remote clinical training	○	◐	◐
	On-site / remote IT administrator training	○	◐	◐
	Knowledgescape <sup>3</sup>	●	●	●
Business services	Change management – Release notes	●	●	●
	Change management – Release planning	○	○	◐
	Annual management information report	○	○	●
	Annual health check services <sup>3</sup>	○	◐	◐
	Clinical / IT consulting services <sup>4</sup>	◐	◐	◐
Hardware services <sup>5</sup>	Hardware maintenance and support	◐	◐	◐
	Hardware refresh	○	◐	◐

- Included
- Not included
- ◐ Optional

<sup>1</sup> Upgrade on a like for like basis.

<sup>2</sup> Please contact your local Philips representative for further information.

<sup>3</sup> Availability of service attributes may vary per product line, per market and per system type and software release level.

<sup>4</sup> Can be purchased as Additional Service Days.

<sup>5</sup> Excluded for software-only deployments and only valid for hardware provided by Philips.

<http://www.philips.com/Healthcare-Informatics-service-agreement>

