

PHILIPS

Patient Monitoring

Software Evolution
Services Agreement



Customer solution review

A unique advisory service: an essential component of Philips Software Evolution Services*

Unexpected issues can impact IT system performance

Even the best-planned, financed, and resourced clinical technology projects have unexpected issues. To counter this, system understanding should be expected – and planned for – in every implementation.

The solution - A targeted review to keep your systems optimized

A well-designed and implemented reference architecture is integral to deployment success. For critical systems such as PIC iX (life-critical) and IBE (mission-critical), a targeted review provides:

- Enhanced application performance
- Fast problem resolution
- Low operational costs in the long term



*This offering is available to purchase as a stand alone service.

Philips customer solution review for PIC iX and IBE Systems

A carefully chosen curriculum is designed to help each customer get acquainted with the Philips solution. We offer a system review and support program in two parts:

- PIC iX systems review
- IBE systems review

System	PIC iX systems review	IBE systems review
Goal	Gain support for the Philips solution through lifecycle management	
Training	Face-to-face	Remote
Learning	Understand the Philips Reference Architecture & develop your own template**	Identify specific input and output connections
	Understand how clinical use models dictate PIC iX deployment patterns	Create complex and regular expression searches
	Be aware of the Philips tools and documentation available to you and your organization	Back-up and restore configuration
	Help reduce downtime through faster diagnosis and isolation of user, application and infrastructure layer	Manage notifications
	Review Philips best practices and infrastructure design considerations based to support performance for various clinical use models	Understand notification delivery methods, default settings, watch lists, and customer per interface
	Review Philips support resources available to best support you	Creating engine downtime reports

** Holistic review of Philips technology to support your clinical network topologies.

Value throughout the platform lifecycle

The result: It is vital to support staff preparedness and to properly equip them with the knowledge and tools needed to support their clinical system throughout the lifecycle of their platform.

At Philips, we support IT ownership and management of the patient monitoring platform and interfaces to support a superior customer experience.

