



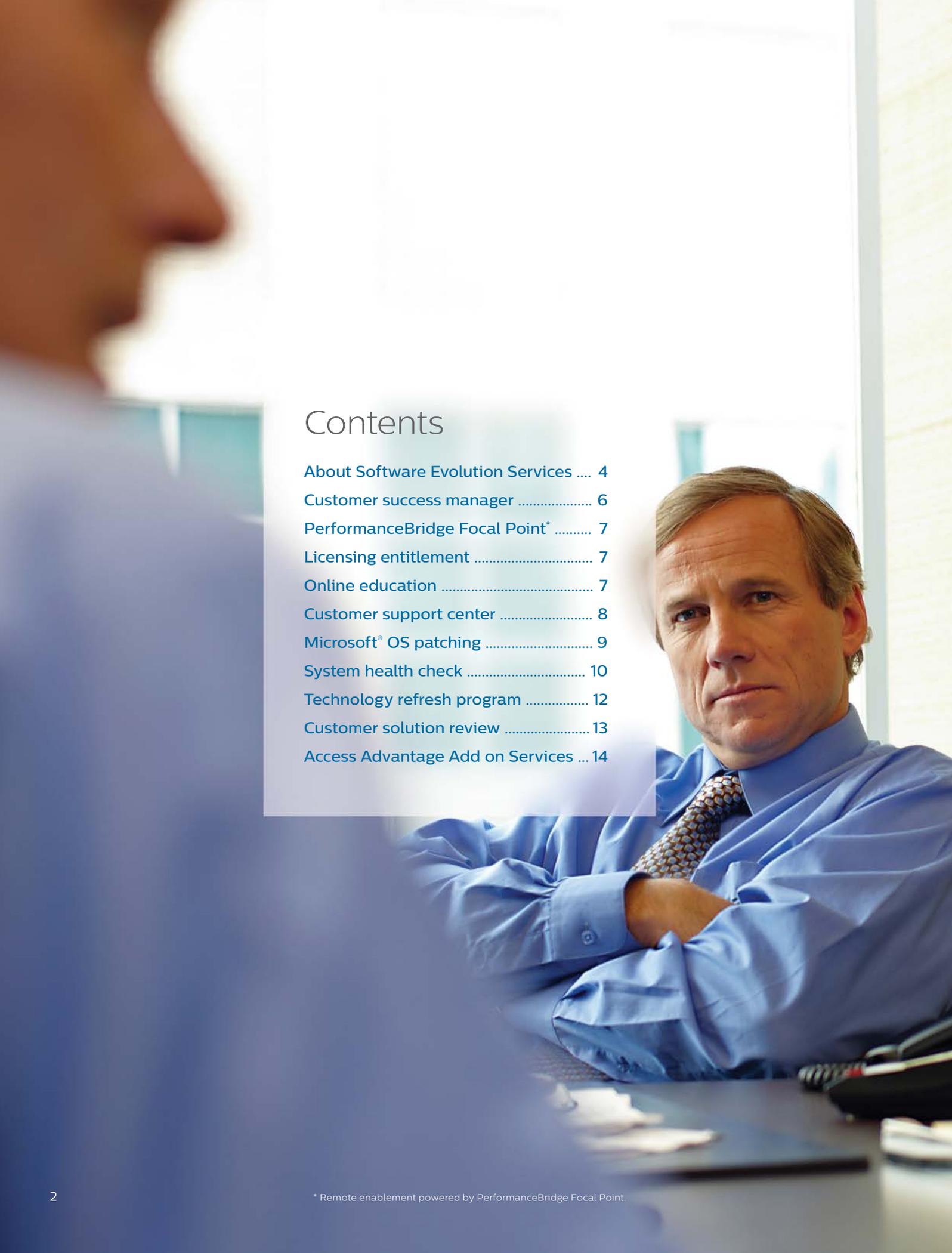
PHILIPS

Patient Monitoring

Software Evolution
Services

Patient monitoring. Another step ahead.

Philips Software Evolution Services



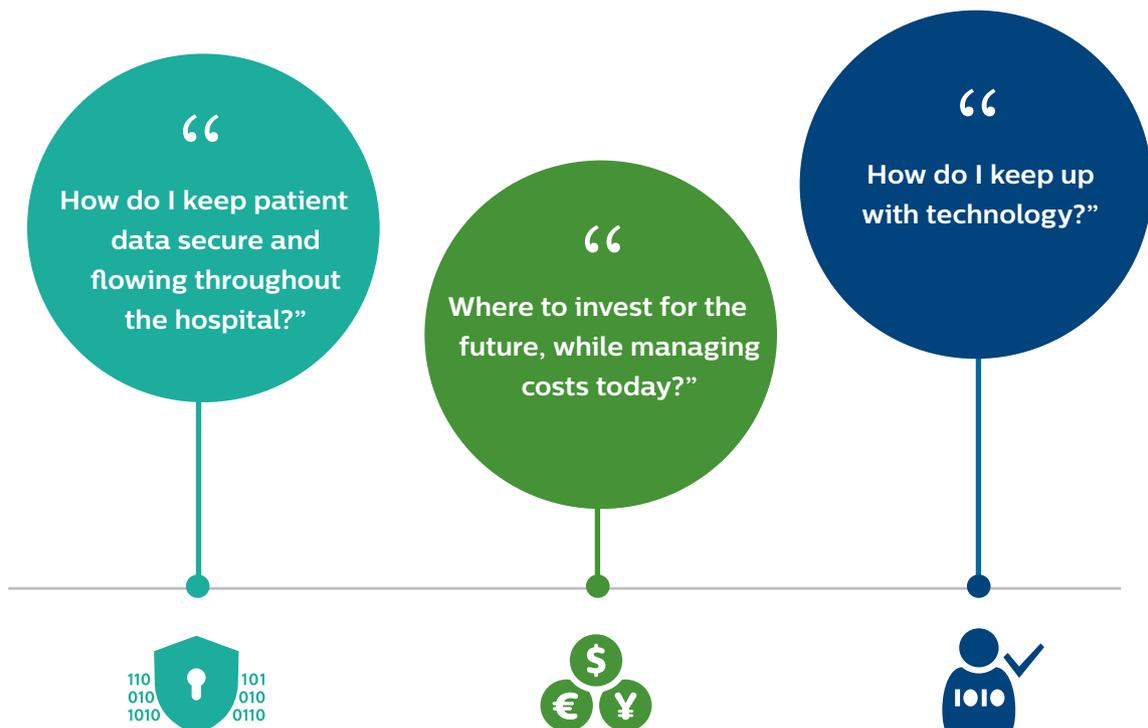
Contents

About Software Evolution Services	4
Customer success manager	6
PerformanceBridge Focal Point*	7
Licensing entitlement	7
Online education	7
Customer support center	8
Microsoft® OS patching	9
System health check	10
Technology refresh program	12
Customer solution review	13
Access Advantage Add on Services ...	14

Technology advances fast

Philips Software Evolution Services keep you another step ahead of the curve.

An industry-changing approach for a more predictable investment over the long term. Advancements in software and technology can help transform care, and improve the way care providers do business. But as technology continues to evolve, staying ahead of the curve – and delivering exceptional care to the people who need it – can be an ever increasing challenge.



Philips Software Evolution Services



A sustainable and scalable path to standardize on exceptional patient monitoring across your enterprise.

Core elements and Access Advantage: 2 in 1 protection

Collaborate	Core offering			+ Access Advantage			
Protect	 Customer success manager	 Online training	 Customer support center	+ Professional Services Package A: NEW 2020 Advanced Technology Services and Clinical Advanced Services (includes CIS) Package B: Advanced Technology Services and Clinical Implementation Services Add to either above: Onsite Microsoft OS patching			
Maintain	 PerformanceBridge Focal Point*	 Customer solution review	 Microsoft OS patching			+ Add on contracts NEW 2020 Biomed education PIC iX Comprehensive corrective maintenance	
Manage	 System health check	 Licensing entitlement**	Technology refresh*** NEW 2020 <input checked="" type="checkbox"/> Software only (included standard SES software entitlements) <input checked="" type="checkbox"/> Add'l hardware & standard software coverage (choose one, if option is selected) <input type="checkbox"/> PCs (Plus) <input type="checkbox"/> Physical servers with PCs (Pro)				
Prepare							

* Remote enablement powered by PerformanceBridge Focal Point.

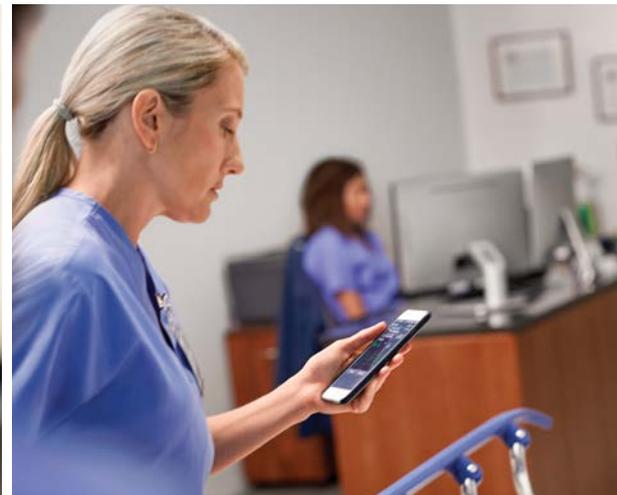
** Licensing Entitlements = IBE Entitlements + PIC iX Entitlements with optional bedside Entitlements.

***SES Plus and Pro will provide hardware refresh on an as needed basis for compatibility with software upgrades. All hardware must be current and support the latest release of software.

Please contact your local Philips representative for products and services in your area.

A sustainable and scalable new path to achieve the Quadruple Aim

- ✓ **Collaborate** with our clinical and IT professionals to transform your care delivery
- ✓ **Prepare** and future proof your enterprise for long term clinical excellence
- ✓ **Manage** technology upgrades and operational improvement
- ✓ **Maintain** your systems and an ability to easily grow and adapt your IT to meet your patient care needs
- ✓ **Protect** your investments



- ✓ **Access Advantage enhances the value of Software Evolution Services**
IT and clinical professional services help deliver on the promise of patient care one step ahead of the curve



Elements of Software Evolution Services:

Philips next generation Software Evolution Services keep you another step ahead of the curve in **managing IT risk** (cybersecurity via Microsoft OS and application patching for PIC iX), **ensuring staff preparedness** in managing a life-critical platform, while **standardizing on quality** patient monitoring and **protecting your investments**.

Components of the Software Evolution Services offer:



Customer success manager

A dedicated partner who is committed to your success.

A **customer success manager** supports you every step of the way throughout the lifecycle of the Software Evolution Services agreement.

- Proactively notifies you about new product releases
- Supports continuity across the facility when considering an expansion
- Advises when technology is approaching end of life dates for proactive action
- Schedules regular checks-ins for on-going support





PerformanceBridge Focal Point*

Assesses system health with a view into your Philips install base running on your network – so you can troubleshoot issues quickly.

On-site application performance management

<p>Scalability</p> <ul style="list-style-type: none"> Capacity planning to help determine if there is a need to expand network infrastructure 	<p>Simplification</p> <ul style="list-style-type: none"> Easily integrate with IT/network management systems and processes 	<p>Manageability</p> <ul style="list-style-type: none"> Inventory and system health list devices and status Alerts and KPIs check system performance System auditing shows detailed hardware and software for devices 	<p>Network security</p> <ul style="list-style-type: none"> Reports illustrate system or network statistics 	<p>Cost containment</p> <ul style="list-style-type: none"> Deploy, operate, manage and maintain products cost-efficiently
---	--	---	--	---



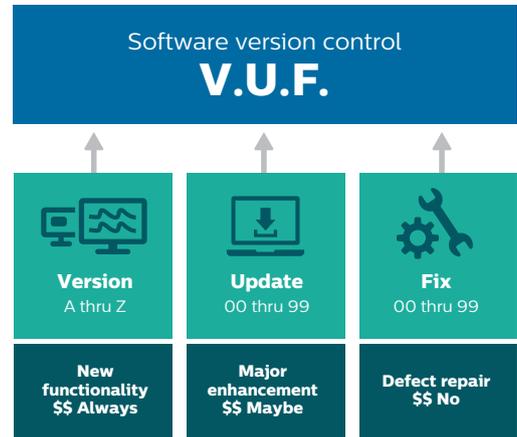
Licensing entitlement

Reliable cadence for software updates and fixes.

Philips provides new functionality through **V**ersion releases (major enhancements and new features) to **U**ppdates (minor enhancements to new features), and **E**ixes (address defects).

Version/update cadences

- PIC and bedside version changes cadence = typically 18-20 months
- IntelliBridge Enterprise (IBE) updates cadence = typically 6 months



* Remote enablement powered by PerformanceBridge Focal Point.



Online clinical services and education

The flexibility and convenience of online continuing education.

Available courses on the Philips Learning Connection: PIC iX, Avalon fetal monitors, IntelliVue MX40, IntelliVue patient monitor, patient monitoring and resuscitation, advance measurements, CareEvent.



Customer support center

Technical, clinical remote and telephone support **24/7.**

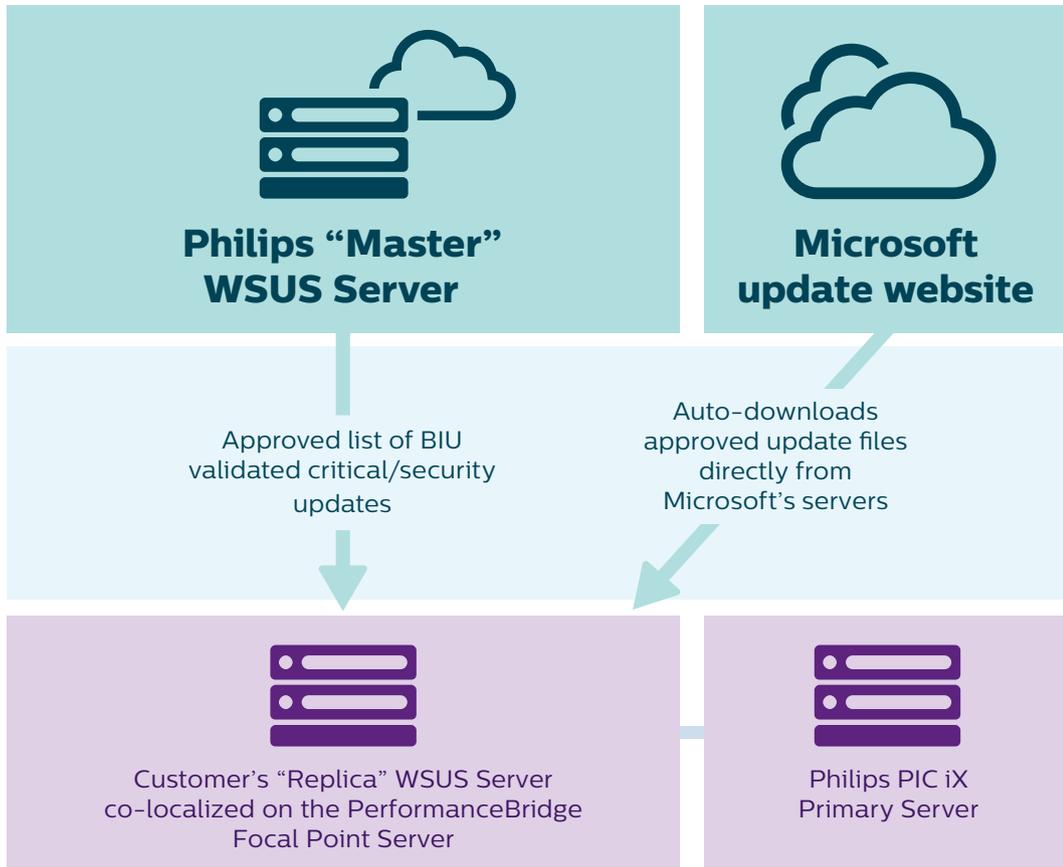
Speak to a subject matter expert via Direct Connect **8am to 8pm EST.**



Microsoft® OS patching

Proactive and responsive patching via a secure, master cloud server.

We've got you covered with timely remote Microsoft OS patch updates delivered quickly regardless of how large and disparate the impacted install base.



Because security is not an option

\$7.13 million



The average cost of a data breach in the healthcare industry, an increase of 10% compared to the 2019 study.¹

Security by Design at Philips

We take an end-to-end approach to security. Infusing security principles begins with product design and development, and extends through testing and deployment.



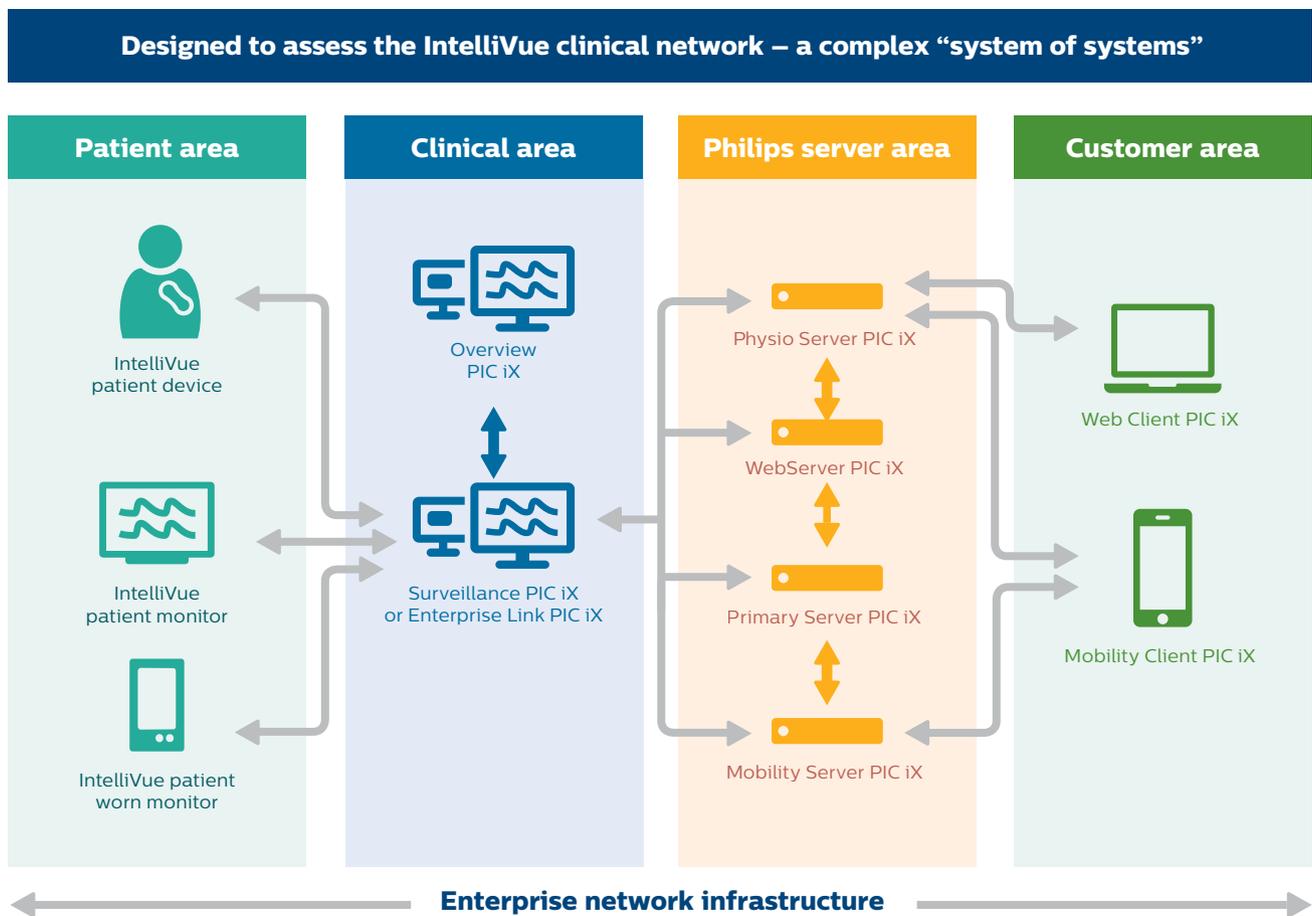
System health check

Beyond troubleshooting to an optimized patient-critical system within a regulated, converged and dynamic environment.

The system health check service is an annual advisory service to holistically assess the design and implementation of the Philips patient monitoring system within the customer's enterprise.

Performed at least 6 months after installation "go-live", our senior network engineers:

- Verify that components of the system installation adhere to the specifications set forth in Philips documentation, as well as current best practices
- Explore ways to optimize performance
- Provide a detailed report on system status and recommendations







Technology refresh*

Removes the pain and uncertainty of staying current with technology.

The technology refresh program for Software Evolution Services consists of 2 parts:

- Desktop computer refreshes – typically every 24-26 months (**Plus**)**
- Physical servers and desktop computers (**Pro**)**

The services ensure the Philips patient monitoring platforms are not impacted by future software releases through the life of the program for better lifecycle planning. Avoidance of hardware obsolescence and surprise capital investments.



* Requires customers to get current with PC's and servers at implementation prior to coverage.

** SES Plus and Pro will provide hardware refresh on an as needed basis for compatibility with software upgrades. All hardware must be current and support the latest release of software. Costs vary. Restrictions apply.



Customer solution review (PIC iX and IBE)

A targeted review to keep your systems optimized.

System Review is a moderately customized workshop, providing the super user and/or the assigned Philips System Admin the ability to provide guidance for the Philips solution through lifecycle management.

PIC iX system review

Benefit for your System Administrator:

- Understand the Philips Ref Architecture and develop their own template
- Understand the clinical use models and deployment patterns
- Be aware of the Philips tools and documentation available to them
- Help reduce downtime through faster diagnosis and isolation of user, application and infrastructure layer

IBE system review

Identify site specific components

- Identify specific input connections
- Identify specific output connections

Find messages

- Creating complex searches
- Regular expression searches

Management

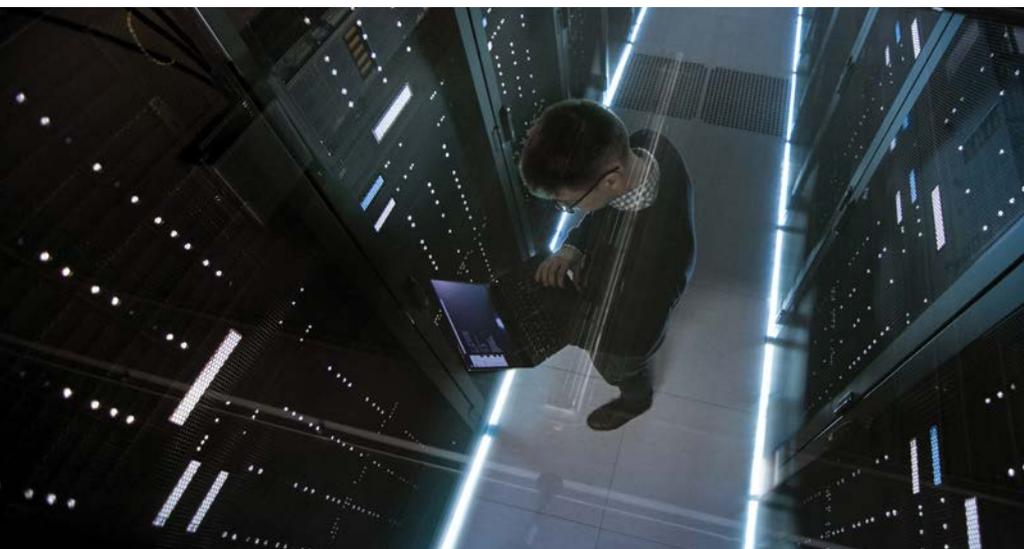
- Lookup tables
- Backup and restore configuration

Notifications

- Delivery methods
- Default settings
- Watch lists
- Custom per interface

Reports

- Engine downtime



With Software Evolution Services, you can shift away from variable capital and *a la carte* spending and move to a more predictable investment over the long term that enables your care teams to focus on clinical excellence.



Access Advantage

Philips now offers bundled services to unlock the full value of your Software Evolution Services.

Professional Services

Clinical Implementation Services

- Project planning, education, configuration, user acceptance testing and go-live support

Advanced Technology Services

- Advisory services consisting of two onsite consultations with a network engineer

Clinical Advanced Services

- Clinical adoption and optimization support for patient monitoring platforms
- Measurable and framed around specific goal(s) or KPI(s), supporting enhanced Return on Assets (ROA)
- Supporting continuous improvement projects focused on clinical outcomes and optimal experiences
- Includes all the features of Clinical Implementation Services

Onsite Remote Patching Services

- Onsite Philips resources are scheduled to support application of Microsoft OS critical updates and application patching for PIC iX

Add on contracts

Biomed Education

- Philips Academy modern training facility offers exceptional technical training for biomedical in-house engineering teams

PIC iX Comprehensive Maintenance Agreements

- Provides onsite support and repairs to address hospital needs for key services in today's mission critical healthcare environment



Partner for success

with Software Evolution Services

Philips Software Evolution Services offer a sustainable and scalable path to access the value of Philips advanced patient monitoring platforms.

There's always a way to make life better.

Get started today. Call +1 888 647-4285

