



PHILIPS

Patient Monitoring

Software Evolution
Services Agreement



Patient monitoring. One step ahead.

Philips Software Evolution Services



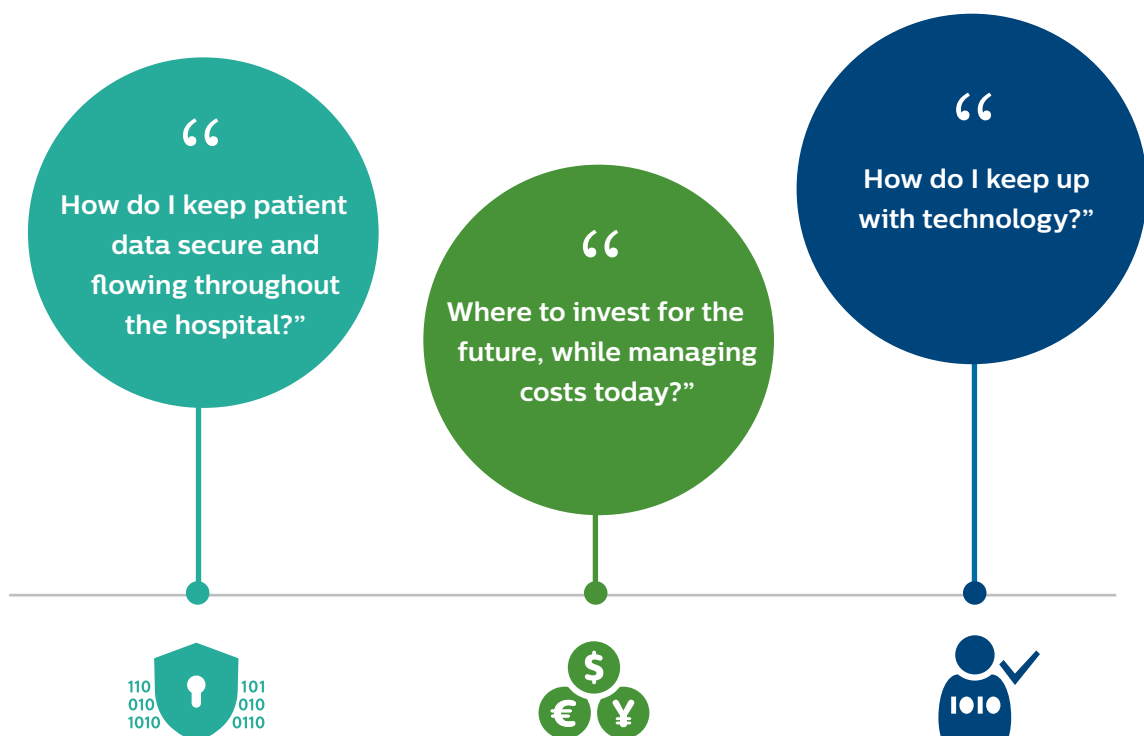
Contents

Software Evolution Services	4
Additional Services	4
Customer success manager	6
PerformanceBridge Focal Point	7
Licensing entitlement	7
Online training	7
Customer support center	8
Microsoft OS patching	9
System health check	10
PIC iX test system	12
Customer solution review	13
Partner for success	14

Technology advances fast

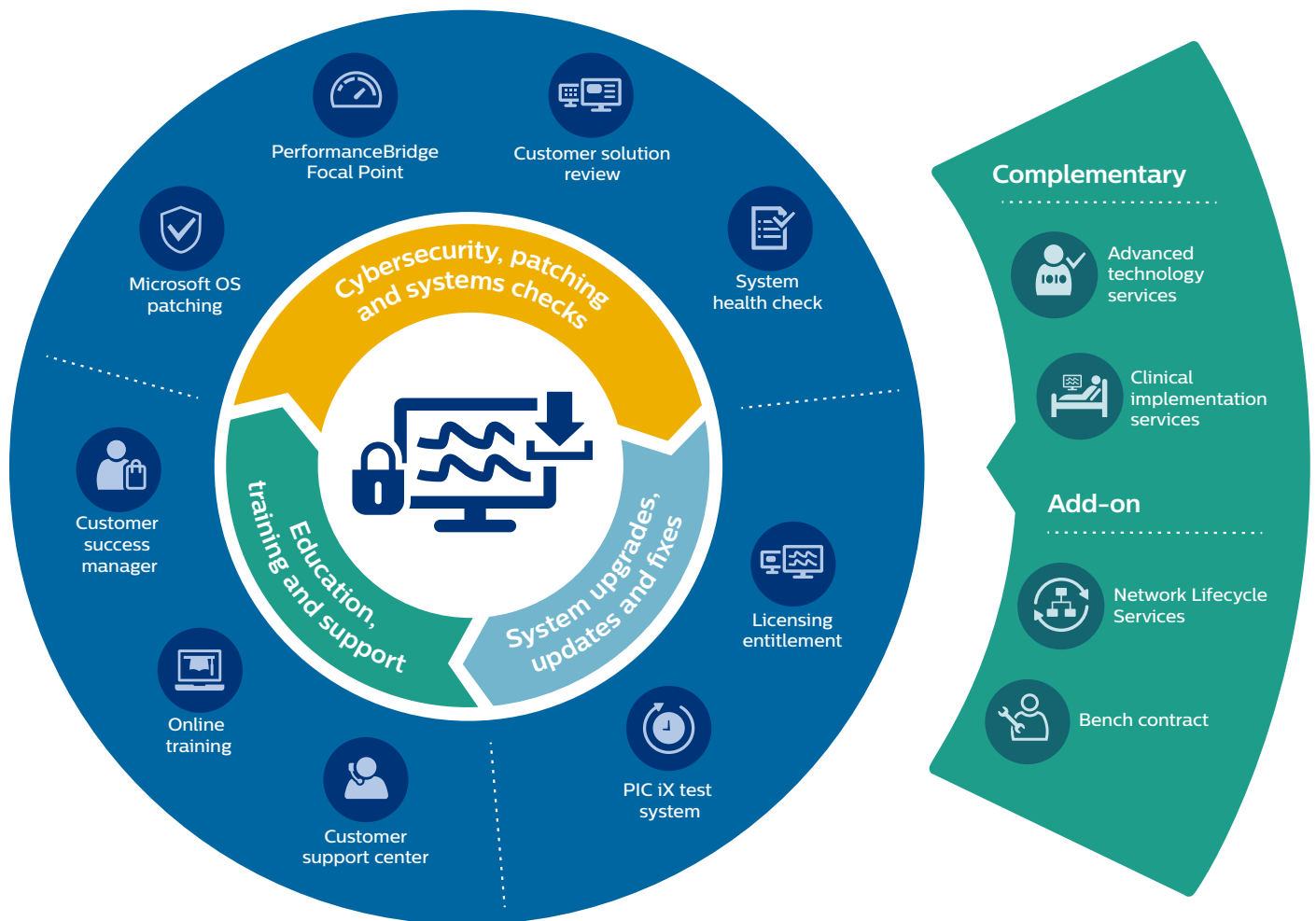
Philips Software Evolution Services keep you one step ahead of the curve.

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.



- ✓ **Upgradeable platform**
easier planning and management across the system lifecycle
- ✓ **Cybersecurity to protect your data**
the latest security patches, upgrades and enhancements
- ✓ **Education training and support**
to empower your teams
- ✓ **Commitment to accountability**
IT specialists. Data engineers. Clinicians. Dedicated customer success manager accountable to your success



- ✓ **Additional* support enhances the value of Software Evolution Services**
 - **Clinical implementation services agreement** – project planning, education, configuration, user acceptance testing and go-live
 - **Advanced technology services agreement** – advisory services consisting of two onsite consultations with a network engineer, onsite patching and support
 - **Network Lifecycle Services** – new way for customers to acquire network infrastructure without costly capital expenditures
 - **Bench contract for bedside monitors** – bench repairs with fast turn-around times for up to 4 years



Philips next generation Software Evolution Services keep you one step ahead of the curve in **managing IT risk** (cybersecurity via security patching), **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

Scalability

- Capacity planning to help determine if there is a need to expand network infrastructure

Simplification

- Easily integrate with IT/network management systems and processes

Manageability

- Inventory and system health list devices and status
- Alerts and KPIs check system performance
- System auditing shows detailed hardware and software for devices

Network security

- Reports illustrate system or network statistics

Cost containment

- Deploy, operate, manage and maintain products cost-efficiently



Licensing entitlement

Reliable cadence for software upgrades, 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 **F**ixes (address defects).

Version/update cadences

- PIC and bedside version changes cadence = typically 18–20 months
- IBE updates cadence = typically 6 months

Software version control

V.U.F.



Version
A thru Z

**New
functionality**
\$\$ Always



Update
00 thru 99

**Major
enhancement**
\$\$ Maybe



Fix
00 thru 99

Defect repair
\$\$ No



Online training

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.**

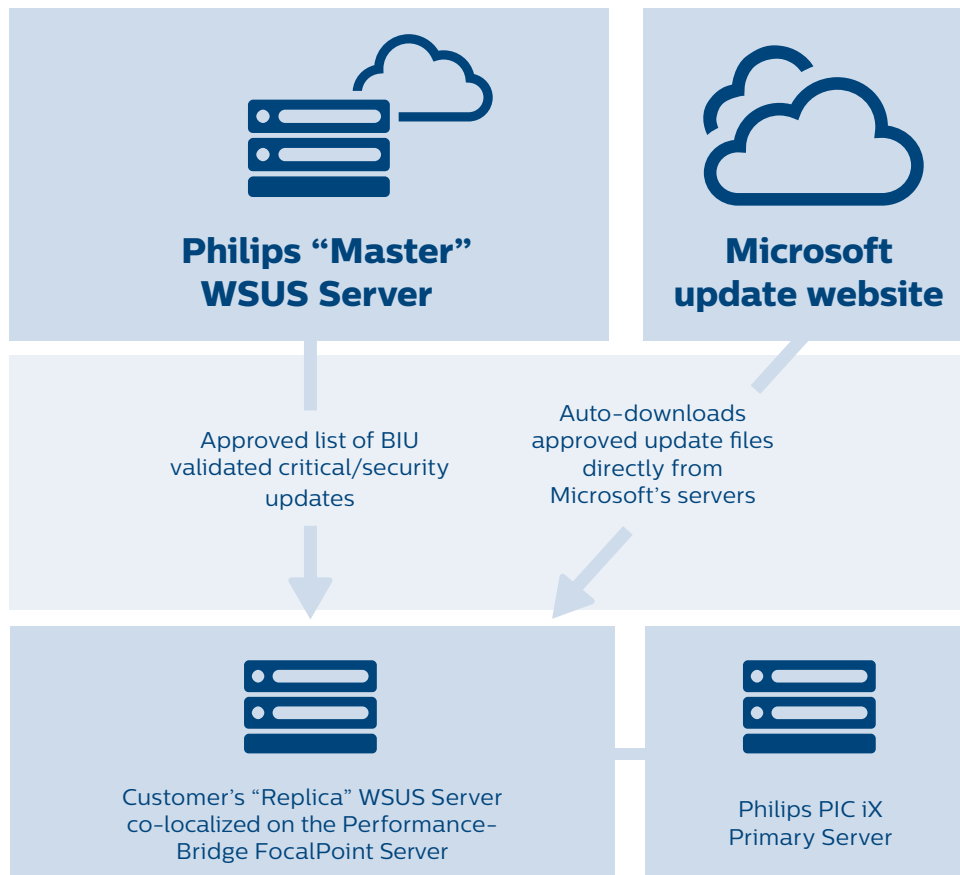
Speak to a subject matter expert via Direct Connect **8am to 8pm EST.**



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



Healthcare is primary target
A healthcare record lost or stolen could cost as much as

\$363
per record to remediate¹

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

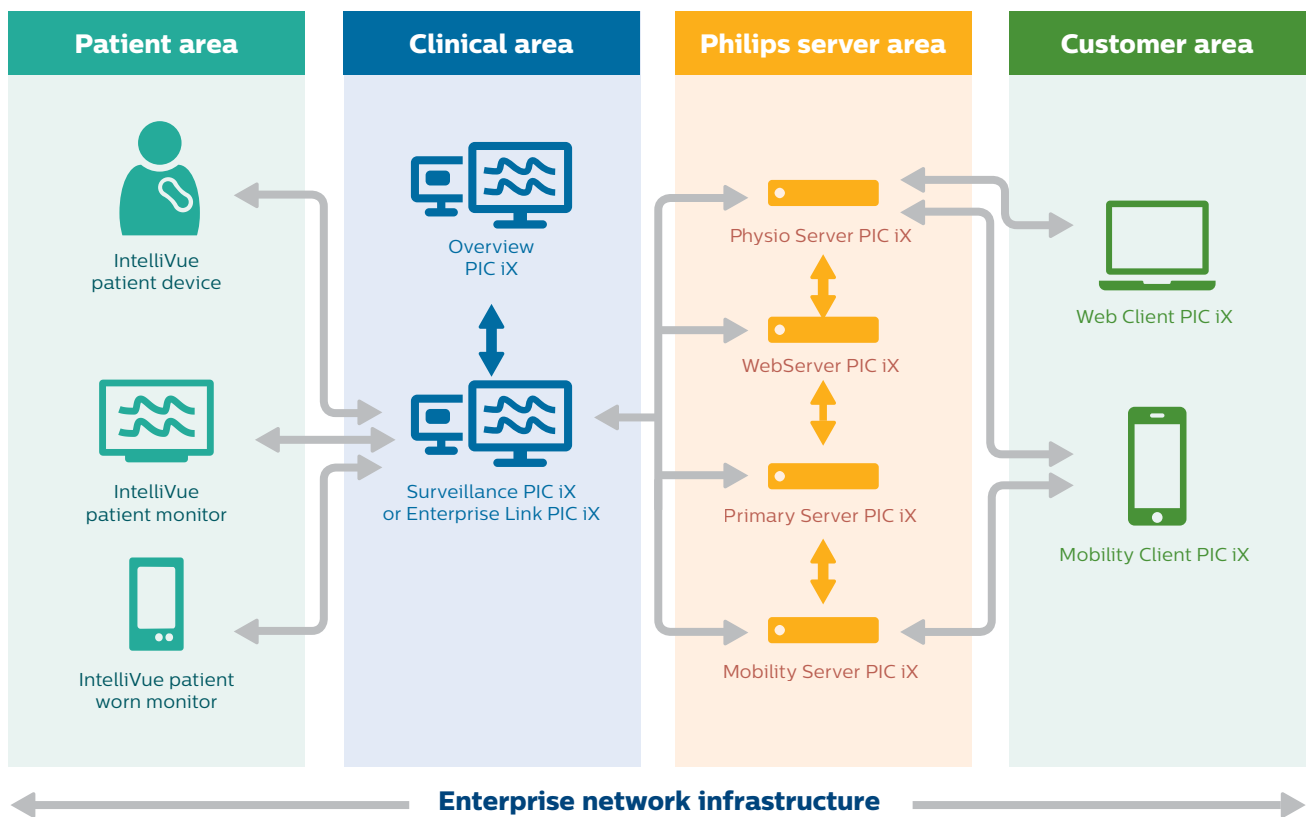
Beyond troubleshooting to an optimized patient-critical system within a regulated, converged and dynamic environment.

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

Designed to assess the IntelliVue clinical network – a complex “system of systems”







PIC iX test system

Infrastructure and interoperability evaluation prior to live deployment.

A PIC iX test system enables customers to:

- Test feature implementation and processes in a sandbox environment, prior to implementing the upgrade in real patient environment
- Evaluate infrastructure and interoperability environment changes and their impact on the PIC iX solution
- Train IT and clinical hospital staff upfront in a system environment that is configured exactly like the production environment

PIC iX test system and licensing has to be purchased commercially – to be eligible for Software Evolution Services agreement coverage. Coverage extended to purchased PIC iX test system.





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

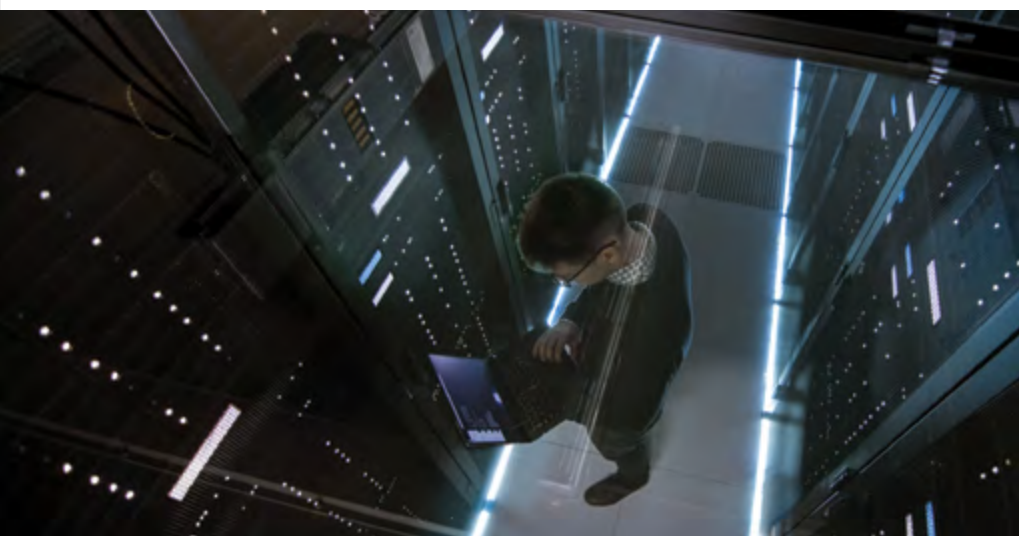
- Lookup tables
- Backup and restore configuration

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.

Partner for success

with Software Evolution Services

Philips exceptional patient monitoring platform is available today to the **people who use it, by people who can support it, for the people who need it.**

- ✓ Protection and extension of capital investments
- ✓ Unlimited access to software and enhancements
- ✓ Risk management protocol review
- ✓ System security via Microsoft® OS patching
- ✓ Staff training and preparedness
- ✓ Solutions designed to help minimize downtime
- ✓ IT system support

There's always a way to make life better.

Get started today. Call +1 888 647-4285



