



PHILIPS

RightFit

Enterprise Software
Maintenance Agreement

Patient Monitoring

Keep pace with healthcare technology while enhancing patient care

Enterprise Software Maintenance Agreement (ESMA) Philips RightFit Protection

Healthcare technology doesn't stand still and neither can you. Your technology plan needs to keep pace, providing you with:

- **A pro-active plan** that extends equipment life and keeps you clinically and technically current
- **Cost savings** by locking in future software upgrades at today's prices
- **Enhanced operational performance** through a standardized monitoring solution
- **A trusted vendor** with proven expertise and exceptional customer support

The right fit to **protect, maintain and optimize your patient care environment**

Our RightFit ESMA protects your investment and helps your organization stay clinically and technically current, so that your team can focus on providing optimal patient care.

Philips understands that you are being asked to do more with less. Whether your increased demands include government regulations for EMRs, managing disparate medical systems, safeguarding patient data or training clinical staff to increase productivity, we can help you meet the challenges.

Pro-active planning

Our Enterprise SMA gives your team access to the latest enhancements and clinical capabilities, allowing you to adapt to the changing healthcare environment. By taking advantage of improved interoperability, you know your team is getting the most out of your patient monitoring solution to help advance patient care.

Improving financial performance

The Enterprise SMA is a lower cost solution that allows you to lock in future software upgrades at today's prices, creating a predictable upgrade budget, while reducing the internal hassle of negotiating for these upgrades. Software upgrades can extend equipment life and enhance clinical functionality while standardization optimizes cost effectiveness and streamlines maintenance support, compliance and clinical workflows.

Improving operational performance

A standardized monitoring solution improves your clinical staff's ability to move seamlessly from one care unit to another, placing the focus on patient care, rather than the technology. With software standardization and our expedited technical and clinical support, we positively impact both your equipment and staff's uptime.

FocusPoint now included with all SMAs

FocusPoint is an on premise system that connects to the Philips cloud/IT/support systems. It is the engine of the management solution, allowing your IT/biomedical staff, as well as Philips field service and support, to access network monitoring data and receive alerts for issues with Philips patient monitors, applications, and network equipment.

FocusPoint features include:

- Easily integrate with IT/network management systems and processes
- Inventory and system health – list devices and status
- Alerts and KPIs – check system performance
- Reports – illustrate system or network statistics
- System Auditing – shows detailed hardware and software for devices
- Capacity planning – help determine if there is a need to expand network infrastructure

Philips RightFit Enterprise Software Maintenance Agreement^{1,2}

Service delivery	Standard	Basic	Foundation
Hours of telephone coverage	24 x 7	24 x 7	24 x 7
Initial telephone response	2 hours	2 hours	2 hours
Direct Connect to technical engineer	Included	Included	Included
Remote services			
FocusPoint (NEW)	Included	Included	Included
Web-based support	Included	Included	Included
Technical telephone support	Included	Included	Included
Clinician telephone support	Included	Included	Included
Direct Connect to technical engineer	Included	Included	Included
Remote access, diagnosis and repair	Included	Included	Included
Dedicated SMA resources			
Assigned customer relationship manager	Included	Included	Included
New software revisions³			
Access to all new software revisions	Included	Included	Included
MS OS/SQL licenses and test software	Included	Included	Included
Technical installation of new software revisions	Included	Up to 2 installations per term	Excluded
Integration engineering support ⁴	Included	Up to 2 installations per term	Excluded
Project management support ⁵	Included	Up to 2 installations per term	Excluded
Go-live clinical installation support for new software revisions	Included	Up to 2 installations per term	Excluded
Clinical education			
Clinical education	CPA recommended ⁶	CPA recommended ⁶	CPA recommended ⁶
On-site escalation			
On-site response	Optional 2 nd response	Optional 2 nd response	Optional 2 nd response
Overtime labor and travel rates	Preferred rates	Preferred rates	Preferred rates

1. Hardware modifications and upgrades are not included.

2. Annual true up process will be completed to ensure accuracy of installed base and billing.

3. New software revisions are releasable on an if and when available basis. Revisions include new software revisions that are available during the term of the agreement. New software revisions may require Philips installation, Go-live clinical installation support and clinical education. If required, or necessary, and not included in the agreement customers may purchase these services at Philips standard rates.

4. Integration engineering support on like for like software upgrades. New features requiring configuration not included. Excludes costs associated with infrastructure changes, advanced validation testing or data testing for every device.

5. Project management support on like for like software upgrades. New features requiring project management support not included.

6. CPA – Clinical Performance Agreements are flexible, customized clinical education plans that can be used to improve the adoption of new software and/or provide additional end user training.

These features are representative of the type of coverage available. Certain options and features are not available for all products or in all countries, and exclusions or surcharges may apply in certain situations. The specific features and options for your equipment are determined by the written terms of your Service Agreement. Please contact your Philips representative with any questions regarding feature availability.



Philips RightFit Software Maintenance Agreements support these solutions

- IntelliVue information systems and database (PIIC, PIIC iX)
- IntelliVue patient monitors (MX and MP series)
- IntelliVue patient worn devices (MX40)
- IntelliVue Guardian Solution
- CareEvent system
- IntelliBridge Enterprise (IBE)
- IntelliSpace Event Management software

Across the care continuum, **Philips RightFit SMA delivers**

“The SMA allows more accurate budgeting and an overall lower cost.”

“The SMA more than doubles the life expectancy of the equipment while meeting the clinical nurses’ needs.”

“Without the SMA, it would be more difficult to battle with the purchasing committee for each upgrade.”

“The Philips upgrade process was excellent; they moved seamlessly from one facility to another.”

“Philips provides exceptional support during every aspect of the process.”

“Philips SMA gives me peace of mind.”

Earning your trust every day

Philips Patient Monitoring was rated #1 in Overall OEM Service Performance in 2016, the thirteenth time over the past eighteen years based on independent research.⁷ This ranking is based on customer ratings in terms of meeting their needs and expectations. In addition to overall service, Philips was ranked #1 in important service categories such as timeliness of engineer arriving on-site, timely phone response by engineer and our ability to resolve technical issues by phone. At Philips we are committed to resolving your service issues quickly and efficiently, thereby minimizing disruption to your patient care.



Philips RightFit Enterprise Software Maintenance Agreement, a technology protection plan designed to optimize operational and financial performance across your organization.

Helping you to spend less and do more!

Please contact your local Philips representative to discuss how **our Enterprise SMA can positively impact your healthcare organization.**

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7. 2016 IMV ServiceTrak Patient Monitoring Systems report: Philips ranked #1 in 2016 and thirteen times in the eighteen years this independent research has been conducted. For more information on IMV ServiceTrak, visit www.imvinfo.com.

All quotes are from the Patient Monitoring SMA Study, prepared for Philips Healthcare by TMTG, June 1, 2017.