PHILIPS

Healthcare

Aiming for zero

At Philips we understand that providing care today means more than just providing technology. It is about making every investment worthwhile and every usable moment count. That's why we are dedicated to working with you to reduce unplanned downtime.

Three ways of increasing your uptime:

1. Reactive customer call handling and maintenance service

Customer informs Philips of a problem experienced with the product. Philips will diagnose the problem remotely and if possible resolves the issue remotely. Otherwise a field service engineer will be dispatched with guidance and needed parts for a single visit repair.

2. Alert response

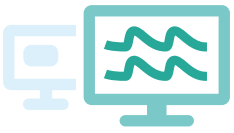
Alerts that are generated by the device itself or equipment installed at the hospital facility indicating that critical system and/or environmental parameters and conditions are out of specification.

3. Proactive monitoring

By means of data analytics algorithms, machine and service data is constantly analyzed to identify patterns and trends. These notifications are predictive in nature, enabling a service action to be scheduled in advance without interrupting regular clinical workflow.

Predictive maintenance is on the rise. We envision that, by 2018, **one in every five system service events** will be triggered by careful analysis of system data - and will therefore take place before any major issues arise. This maintenance can also be planned so there is no disruption to your workflow.

dedicated monitoring engineers are constantly on the lookout for issues that may impact your uptime



>12,000

Philips imaging systems are monitored daily to identify patterns that could indicate preventive action is required

10,000+

cases are proactively handled every year by our centralized monitoring team to reduce unnecessary downtime

central monitoring locations in major time zones help resolve your problems quickly and effectively

Learn more at **www.philips.com/aimingforzero**