



**PHILIPS**

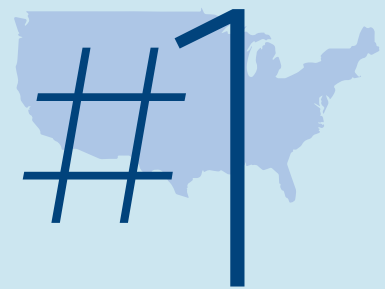
Awards

# Earning your **trust** every day

You can count on us

Every day your patients count on you. And every day you can count on us. How are we doing in the areas that matter most to you? Recent results from the independent IMV ServiceTrak™ survey give additional insight about how Philips is meeting customer needs and expectations. Customers again ranked Philips #1 in key service areas. These results are important to us because they're important to you. They demonstrate the value we bring to you and your patients every day.

IMV ServiceTrak™ Survey



# Bringing our best for **you**

## Count on Philips as your patients count on you

We put our experience, expertise, and commitment to work for you to help you get the most from your Philips systems every day. Today's demanding healthcare environment means you need to do more with less. We're rising to meet those challenges with you, with adaptable service solutions that deliver the flexibility and value you look for in a strong service relationship.

## Philips #1

Philips #1 in Overall NPS by Manufacturer for patient monitoring, imaging systems, and ultrasound.

Philips #1 in Overall OEM Service Performance for patient monitoring, imaging systems, and ultrasound.

Philips #1 in NPS by Manufacturer for multi-vendor service.

## Philips #1 in Net Promoter Score (NPS)

*"Would you recommend your Philips system to a colleague?"*

In 2014, Philips again held the top-ranked Net Promoter Score among manufacturers of patient monitoring, imaging systems, and ultrasound systems. The #1 NPS was ranked for Philips branded systems as well as multi-vendor services. Our entire Philips team supports you when and where you need it.

Service provider	NPS Patient monitoring services	NPS Imaging system services	NPS Ultrasound system services	NPS Multi-vendor service - imaging	NPS Multi-vendor service - ultrasound
Philips Healthcare	52%	40%	54%	23%	26%
Industry average	33%	35%	33%	3%	-6%



## Philips #1 across multiple categories

We believe in helping you deliver excellent care to more patients at a lower cost, and our #1 ranking across multiple categories in [patient monitoring](#) and in [imaging systems](#) (including [ultrasound](#)) demonstrates that daily commitment. Please refer to individual survey reports for the extensive list of subcategories in which Philips ranked #1.\*

### Patient monitoring

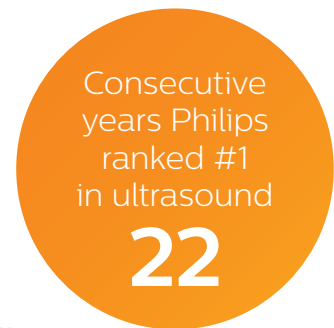
- Overall service performance
- Overall manufacturer performance
- OEM training program
- Technical competence of engineers

### Imaging systems

- Overall service performance
- Overall service engineer performance
- Satisfaction with system: image quality and modality-specific performance

### Ultrasound

- Overall service performance
- Overall manufacturer performance
- Overall system performance
- Overall service engineer performance



\*Results are based on IMV ServiceTrak survey data Jan–Dec 2014.

# Creating a healthier future **together**

By teaming up with Philips to take care of your systems, you can keep your focus where it matters: delivering better care to more people at a lower cost. We're here to deliver innovation that matters to you.

## Design advances

In 2015, Philips won a record-breaking 52 awards at the international [iF Design Award](#) competition, one of the oldest and most important design competitions in the world.

## Sustainability

Philips has increased sales of Green Products to 52% of total sales in 2014, achieving its Green Innovation target one year ahead of schedule, according to a [February 2015 press release](#).

Philips was presented with the 2014 [Champion for Change](#) award by Practice Greenhealth for its commitment to sustainability and to supporting its healthcare customers in reducing energy consumption for imaging systems and across the hospital.

## Culture

For the second year in a row, Philips was in 2014 named one of the [Best Places to Work for Recent Grads by Experience](#), a ConnectEDU company. Forbes also named Philips one of the [25 Big Companies with the Best Work-Life Balance](#).

## Agility

Philips was named one of the [50 Most Innovative Companies for 2014](#) by Fast Company.

Fast Company also ranked Philips one of The World's Top 10 Most Innovative Companies in the [Internet of Things](#) in 2014.

The Boston Consulting Group has named Philips one of the 50 most innovative companies in its 2014 report, [The Most Innovative Companies: An Interactive Guide](#).



## About the ServiceTrak™ Survey

IMV Limited is an independent healthcare research company with more than 20 years of experience in analyzing the medical imaging, clinical diagnostic, and instrument markets. ServiceTrak™ is one of the most recognized and trusted annual surveys in the healthcare industry. Participants are drawn from a randomized database of US hospitals and imaging centers.

The 2014 ServiceTrak Patient Monitoring Systems report is based on data collected from 760 respondents. The 2014 ServiceTrak Imaging All Systems report is based on the feedback of respondents using approximately 5,561 imaging systems including ultrasound.

Ultrasound respondents alone totaled 1,816.



**Philips delivers service that works for you.**

Email us at [healthcare@philips.com](mailto:healthcare@philips.com) or visit [www.philips.com/uscustomerservices](http://www.philips.com/uscustomerservices) to learn more.



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