

### Increased Availability with Real-Time Assistance from GE Remote Controls Specialists

GE Energy's OnSite Support<sup>SM</sup> service provides immediate response to customers who need quick decision support with operational, controls and electrical related issues. Remote controls and electrical system diagnostics processes are designed to increase equipment availability, reduce downtime and avoid unnecessary operational and maintenance costs.

GE Energy's highly-skilled engineers utilize proprietary software tools and a state-of-the-art remote services hardware platform to resolve on-site controls and electrical system issues for:

Power Generation Equipment

BOP (Balance of Plant) Systems

Industries such as Paper, Oil & Gas, Steel Mills and many others

Highly trained and experienced remote service engineers are available 24/7. Our specialists receive extensive training in controls & electrical system applications, and possess vast experience in installation, maintenance and abnormal event recovery.

Advanced data transmission technology provides the remote services team with immediate site-specific information and rapid data exchange rates.

Data transmissions are protected by stringent networking standards. All customer specific data is managed with guaranteed confidentiality.

The remote services platform provides our remote service engineers with access to the same software tools and information available to a traditional at-site field engineer. This puts GE Energy's controls specialists virtually "OnSite", 24/7.



### Benefits

- Field-experienced GE Energy engineers provide 24/7 technical support
- Remote services reduce downtime associated with operational and controls related issues
- Rapid return to service — typically within one hour after receiving a customer request
- Remote platform enables additional remote services related to performance optimization, emissions monitoring and combustor tuning
- OEM expertise applied to GE-designed equipment
- Decreased risk of significant hardware damage
- Reduced costs associated with asset downtime
- Service includes all stages of the process life cycle (including installation, start-up, and outages)
- Flexible multi-year contracts available to suit your needs
- Quality program continuously improves service process and our response to customer needs



GE Energy's OnSite Support Service utilizes proprietary software to remotely diagnose and correct operational issues.



## Dramatic Reduction in Elapsed Time to Repair (ETTR)

Since ETTR is a critical measure of service quality, GE support specialists are trained to quickly respond to all customer needs. Through field assignments and continuous training programs, our remote service engineers acquire expertise in all aspects of control and electrical applications, including installation, maintenance and abnormal event recovery.

Whether you have single drives, a co-ordinated drive system, or the latest turbine control systems, GE Energy has a scalable service that improves ETTR and reduces plant downtime — and can work with you 24/7 through our OnSite Support<sup>SM</sup> service.

### Select Features

GE's advanced data transmission technology provides immediate site-specific information and quick refresh rates to speed up data exchange. With instant access to customer control systems, GE control specialists can:

- Troubleshoot control system diagnostic alarms
- Provide real-time assessment of operational issues
- Predict problem solutions before resources are dispatched, resulting in quicker resolution
- Accelerate dispatch of correct resources, tooling, and parts to customer site
- Collaborative service approach – GE's remote service engineers will work alongside your staff to help resolve problems faster
- Ensure security of customer-specific data

GE provides traditional at-site controls and electrical diagnostics services upon customer request. However, our OnSite Support<sup>SM</sup> service allows us to remotely troubleshoot and correct the root cause of events, such as equipment failure to start, unexpected operational alarms/trips, or control system diagnostic alarms.

Through the OnSite Support<sup>SM</sup> remote services platform, our remote services engineers can leverage similar tools and information that are available to GE Field Service specialists — in order to remotely diagnose and troubleshoot controls and electrical system issues. This provides the customer with:

- Rapid response times, typically within 10 minutes
- Improved availability and reliability
- Reduced operating risk
- Intelligent resource deployment issues



GE can remotely diagnose a wide range of power generation, balance of plant and industrial control system equipment



For more information, contact your GE Energy representative today for complete details at 800.821.2222.