



# Service Contracts

## Adapting to your operational model

To help minimize your risk of losses due to downtime and repairs, GE Power Conversion offers **service contracts** adapted to your operational requirements. GE has an history of contracts in a wide range of industries from Marine to Test, Metals, Power or Oil & Gas to name a few.

The contracts we offer can be tailored through building blocks based on your needs.



### GETTING TO KNOW YOU

We propose an initial site visit to understand better your operations and the status of your equipment and the level of expertise of your teams.

### PRIORITIZING & TROUBLESHOOTING ANY OF YOUR POTENTIAL FUTURE ISSUES

In case you have an emergency, we offer you priority access to our subject matter experts on pre-defined hours and the availability of a Field Service Engineer for dispatch within a specific timeframe.

### DEFINING & EXECUTING YOUR MAINTENANCE & UPGRADE STRATEGIES

As a 125-year OEM, GE has pre-defined maintenance recommendations per assets. A dedicated contract manager will align a maintenance plan based on your outage's schedule. We can also offer fixed price maintenance including labor & consumables or pay by the event.

To mitigate the effects of obsolescence, we can implement an obsolescence tracking plan to identify and anticipate potential upgrades and minimize potential high cost of extended downtimes due to parts disruption.

### TRAINING TAILORED TO YOUR NEEDS

To ensure your staff is up to date with assets procedures, we offer trainings and courses that can be provided onsite or in one of our training centers across the globe.

### LEVERAGING OUR LESSONS LEARNT

At GE we spend a lot of time reviewing our customer troubleshooting issues or quality cases and we regularly define lessons learnt. You may want to sign-up for the next product improvements together with your service contract.

### GIVING YOU ENHANCED INSURANCE

If you need an insurance for your operation to avoid losing Millions, this option is what you need. We will customize it according to your needs & advise the volume of spares needed.

*If you're looking for ways to reduce downtime and enhance the performance of operations and assets, GE Power Conversion's Connectix — a simple suite of clever software applications—can help. Its flexibility includes 'on-prem' and cloud-based options which help to optimize operations, energy and enable predictive maintenance and cyber-secure service solutions.*



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**Connectix Operations+** *Unlock greater efficiency in ops performance and energy efficiency.*

Connectix Operations+ solutions include **Performance, Process** and **Energy optimization**. Operational efficiency, repeatability and safety are enhanced with real-time feedback on operational Key Performance Indicators (KPIs), with advisories for timely and targeted intervention.

**Connectix Maintenance+** *Improve reliability and availability, right-timing maintenance and planning downtime.*

Connectix Maintenance+ is your **Asset Performance Management** range of tools, protecting your investment in valuable equipment by helping to improve its availability. It provides a view on the health of your critical assets with early warnings of developing issues to help you take timely, corrective actions. This can unlock a shift from unplanned to planned downtime, or even avoid downtime altogether.

**Connectix Services+** *Access remote services and experts for on-tap asset health support.*

Connectix Services+ helps to extend your organization's capability and resource with a 'lean' mindset. It's about tapping into GE expertise at the point you need it, and includes our **remote engineering** solution for remote monitoring, diagnostics and support.

**Installing Connectix - Peace of mind with GE's Visor platform**

One powerful data platform brings GE's suite of Connectix solutions together—seamlessly and securely. Backed by more than 15 years of proven product experience, the Visor platform's common architecture — scalable to multiple sites — delivers the security you need. The Visor Service Portal and Visor Connect Box enable data storage and remote connectivity, and provide a unified cloud dashboard for displaying analytics and insights. The Visor Connect Box provides secure remote access through a simple, compact hardware installation that is connected to your system control network. It collects data and stores it securely. It also acts as a gateway, sending data securely to our Cloud and allowing our experts access to the system — under your control — to provide Services+ Engineering support. As an important data and network interface it incorporates our security management suite in alignment with the IEC62443-4-2 protocols. Firewalls isolate Visor from administration and control networks.

### BENEFITS OF SERVICE CONTRACTS

- Enhanced reliability and lifetime of assets with regular maintenance and expert's remote support
- Minimized emergency field service interventions
- Prioritized response time to unplanned events
- Improved productivity with process optimization
- Reduced maintenance costs with fixed rates on spares
- Ability to prognostic future failures with APM
- Increased productivity by training engineering personnel on maintenance procedures



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### CONTRACT OPTIONS

	Service	Service's Available Options		
Getting to know you	Initial Site Visit	YES	NO	
Troubleshooting any of your potential future issues	Remote support responsiveness	Working hours 5d or 7d/7	Availability 24/7	No guarantees but limited hours bank
	FSE Mobilization time	Guaranteed in specific timeframe		No guarantees
Defining & executing your maintenance	Dedicated contract manager & KPI reporting	YES	NO	
	Planned Maintenance	Fixed price including Labor and/or consumables		NO
Training Tailored to your needs	Product and or process training and courses	Onsite	GE Training Center	
Leveraging our lessons learnt	Subscribe to our lessons learnt	YES	NO	
Giving you enhanced insurance	Performance guarantees	YES	NO	
Connectix Operations+	Fuel Optimization & Emission control (Operations+ Energy Optimization)	Digital Base <sup>a</sup>		Digital Support <sup>b</sup>
	Drilling Productivity/process optimization (Operations+ Process Optimization)	Digital Base <sup>a</sup>	Digital Support <sup>b</sup>	Fully Managed <sup>c</sup>
	Dynamic Positioning performance monitoring (Operations+ Performance Optimization)	Digital Base <sup>a</sup>		Digital Support <sup>b</sup>
Connectix Maintenance+	Asset Performance Management (Maintenance+ APM)	Digital Base <sup>a</sup>	Digital Support <sup>b</sup>	Fully Managed <sup>c</sup>
Connectix Services+	Visor Remote Monitoring & Diagnostic	YES		NO
	Cyber consulting services	Initial risk assessment	Initial risk mitigation	Regular reviews & updates as necessary

- A) **DIGITAL BASE** includes regular cloud-base software upgrades.
- B) **DIGITAL SUPPORT** includes **DIGITAL BASE** + Technical support, alert notifications and monitoring of assets.
- C) **FULLY MANAGED** includes **DIGITAL BASE** + **DIGITAL SUPPORT** + Regular meetings with dedicated customer relation manager and reporting.

**Note:** Availability of services will need to be reviewed for compatibility with obsolete assets.

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