



# Industry Service Contracts

## Adapting to your operational model

When you're operating in dynamic industry segments, you expect your equipment to perform when called upon. Partnering with us on a Service Contract will help you realize the full potential of your assets, reduce maintenance expenses and improve asset availability.

The contracts we offer are adapted fully to your operational requirements and can be tailored through building blocks based on your needs.



### GETTING TO KNOW YOU

GE Power Conversion proposes an initial site visit to understand better your operations, 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.

### LOCAL EXPERT SUPPORT

We offer the service of a resident engineer to ensure long term presence of GE's expertise at site, coordinating and assisting with technical support, site troubleshooting and management of the full life cycle of your assets.

### DEFINING & EXECUTING YOUR MAINTENANCE & UPGRADE STRATEGIES

As a 125-year OEM, GE has pre-defined maintenance recommendations per assets, our dedicated contract managers align maintenance plans directly with 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.

*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 and energy, enable predictive maintenance and cyber-secure service solutions.*





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**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		
<b>Getting to know you</b>	Initial Site Visit	YES	NO	
<b>Troubleshooting any of your potential future issues</b>	Remote support responsiveness	Working hours 5d or 7d/7	Availability 24/7	No guarantees
	FSE Mobilization time	Guaranteed in specific timeframe		No guarantees
<b>Local expert support</b>	Dedicated Resident engineer	YES	NO	
<b>Defining &amp; executing your maintenance</b>	Dedicated contract manager & KPI reporting	YES	NO	
	Planned Maintenance	Fixed price including Labor and/or consumables		NO
<b>Giving you enhanced insurance</b>	Performance guarantees	YES	NO	
<b>Connectix Maintenance+</b>	Asset Performance Management (Maintenance+ APM)	Digital Base <sup>a</sup>	Digital Support <sup>b</sup>	Fully Managed <sup>c</sup>
<b>Connectix Services+</b>	Visor Remote Monitoring & Diagnostic	YES	NO	

**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.

**For more information contact:** [services.powerconversion@ge.com](mailto:services.powerconversion@ge.com)