



Oil & Gas Service Contracts

Adapting to your operational model

The Oil & Gas industry is constantly evolving, challenging our customers to meet new operational requirements. At GE Power Conversion, we partner with you to help you meet these challenges with our service contracts.

Having a service contract can improve your operational performance, asset availability, and system optimization.

The contracts we offer can be tailored through building blocks based on your needs: you decide the level of support you need.



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.

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 and energy, and 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.
- Reduced response time to unplanned events with priority access to our experts remotely or dispatched field service engineers
- Dedicated resident engineer that can reinforce your local engineering team and provide you enhanced capabilities especially on remote sites.
- Maintenance cost reduction with fixed scheduled rates (labor and spares)
- Increased availability of assets due to reduced downtimes of unplanned events.
- Potential to prognostic failures with real time assets monitoring and KPI reporting.
- Unplanned events cost reduction with bank of labor hours at fixed rates.
- Full life cycle management with obsolescence tracking, identification of potential upgrades and anticipation of parts disruption



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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
	FSE Mobilization time	Guaranteed in specific timeframe		No guarantees
Local expert support	Dedicated Resident engineer	YES	NO	
Defining & executing your maintenance	Dedicated contract manager & KPI reporting	YES	NO	
	Planned Maintenance	Fixed price including Labor and/or consumables		NO
Giving you enhanced insurance	Performance guarantees	YES	NO	
Connectix Maintenance+	Asset Performance Management (Maintenance+ APM)	Digital Base ^a	Digital Support ^b	Fully Managed ^c
Connectix Services+	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