



Remote Service Support Agreements

Reducing risk with rapid response

REMOTE SUPPORT

We understand that any unplanned stoppage can incur significant costs which is why having a reliable partner on hand to troubleshoot and fix issues in the shortest possible time is critical to your success.

Powered by GE's secure Visor solution GE Power Conversion offers a range of remote service support agreements designed to reduce outage risk whilst enabling real-time troubleshooting directly with your on-site equipment and personnel. Helping to reduce field service interventions and reduce downtime.

RAPID RESPONSE

GE's secure Visor solution comes with data historian providing real-time data capture and remote analytics – enabled by GE's Predix platform.

Periodic health reports enable GE engineers to anticipate potential equipment issues and communicate resolutions in a timely manner. For marine applications, GE's latest visor solution comes equipped with updated functionality including DP drift alerts and blackout notifications. When an incident is triggered, Visor automatically notifies GE service support to mobilize a rapid response.

As a digital industrial OEM, we offer remote service support agreements with:

- A **secure** digital remote monitoring platform (Visor)
- Real time monitoring and diagnostics to track issues and achieve **quick resolution**. For Marine applications, Visor 2.4 comes with drive auto trip notifications and DP drift off/vessel blackout notifications to acknowledge and track faults
- Digitization through the Visor connect box and the Visor data historian. Over time, we can pinpoint areas for **process optimization** and help achieve **operational cost savings**
- Remote diagnostics and technical support to allow GE engineers to identify & help **fix issues remotely** thereby saving time and money and keeping your operations running smoothly
- **24/7** hotline support
- Training to ensure customer engineering personnel on site are trained on maintenance procedures to enable **increased productivity**

CONTACT US

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