



# CONTROLS LIFECARE SERVICES

## Overview – The Challenge

Downtime is one of the greatest detriments to power plant productivity and profitability. To help ensure equipment performance when called upon, GE Vernova offers value-added services to de-risk your operating environment, improve availability, and reduce the downtime that can result from hardware issues, outdated software, and lack of cybersecurity measures.

While every facet of your plant is crucial and must work seamlessly, one area that is particularly vital is your entire control system i.e., turbomachinery control and DCS. If something goes wrong with your control system, the effect can compound quickly – along with the costs. Coupled with the need to balance risk while improving production and availability, today’s landscape can be challenging.

## Controls Lifecare Services – The Solution

To meet these challenges, you need strategies for extended life, business continuity, and cybersecurity compliance. Controls Lifecare Services (CLS) from GE Vernova elevates asset productivity with bundled services configured to keep your control system healthy, secure, and updated throughout its entire life cycle.

With CLS, GE Vernova proactively maintains your control systems and provides responsive expertise to meet your immediate technical support needs. And we make sure the parts you need are available when you need them.

Our versatile and scalable services can be provided as long-term agreements, Controls Lifecare Services program, based on your plant specific requirements, operational objectives, and resources capabilities. And we can help you select the best solutions from our CLS portfolio so that you can achieve your business goals.



### Tech Support

24/7 Emergency support option, standard phone & email support



### Resident Engineer

Customized to supplement your support staff



### Software Updates

Control ST\* Cimplicity\* + firmware updates



### Controls Maintenance

For system health checks and maintenance



### Control System Lifecycle Review

Lifecycle status reviews



### Controls TIL Coverage

Outstanding required TILs implemented annually



### Parts Coverage

Provision for replacement parts and inventory management



### Cybersecurity Services

Cybersecurity assessment and patching services



### Training

Flexible training solutions



**Single Point of Contact**  
Contract Manager



**Central Portal**  
One stop shop for control service needs

Fig 1. Controls Lifecare Services Portfolio

## Controls Health

**Remote Diagnostic Service (RDS)** – When you find yourself in an unexpected outage, you need answers fast. Available 24/7, our RDS team typically responds within 20 minutes. And, by securely accessing your system to run analytics and troubleshoot, we usually can identify a solution within 2 hours.

**Controls Connect Technical Support** – When remote connectivity is not possible, we can provide technical support by phone and/or email.

**Controls Maintenance** – Your control system is the heart of your operation. Our health assessments review alarms, logs, connections, power, and more to help reduce unplanned downtime by proactively preventing unexpected health issues and we can also assist you with outage planning.

**Parts Management** – The right balance of critical operation spare parts is critical to keeping your plant running during emergencies or downtime. Our experts can identify what parts you need and when you need them. You'll also get advice on the best purchase option to meet your needs: new, remanufactured, exchanged, or repaired. In addition, our experts can provide customized parts replenishment solutions to suit your operational needs. Learn more or request a quote here: [Parts](#)

**Control System Lifecycle Review** – The Control System Lifecycle Review provide users with an overview of the hardware and software lifecycle status of the installed control systems, including HMIs, network equipment, and cyber solutions supplied by GE Vernova. In addition, we also assess the implementation status of TILs applicable for the unit and provide a comprehensive report for users to plan inventory and develop a roadmap to bring their systems up to date.

## Securing your Systems

**Cybersecurity Assessment** – Utilizing our Operational Technology (OT) specific cybersecurity expertise, you receive a detailed report that quantifies your current cybersecurity maturity rating and provides an actionable roadmap of prioritized mitigations to improve your security posture. Assessments can be performed in adherence to various compliance framework assessment (IEC62443, NERC, NEI, ISO27001, NIST, NIS-D).

**Patching Services** – These services provide monthly updates for operating system, antivirus, and other software for GE Vernova supplied host based and centralized network solutions. GE Vernova can also offer remote patching services or one-time patching updates during an on-site visit. Please refer to [professional services datasheet](#) for a full list of cybersecurity services.

## Keeping your system up to date

**Software Updates** – Our software updates service, including Mark VIe firmware updates, enables upgrades to the latest Mark VIe hardware, provides access to new features and security updates to improve cybersecurity posture, increases system performance, and prevents unexpected issues that may arise from software obsolescence.

**Technical Information Letter (TIL) Implementation** – With TIL implementation, you gain access to maintenance guidelines, best practices, and software updates from GE Vernova's fleet experience to enhance equipment reliability.

**Resident Engineer (RE)** – An excellent option for critical operations, you can gain access to a dedicated controls expert whenever you need one, without the added overhead cost of an increased head count. Customize your RE to perform any CLS activities.

**Training of your personnel** – Learn the ins and outs of your control system with our in-depth training courses tailored to your requirements. These courses are offered in person at your site, at GE Vernova Controls training facilities and available remotely, helping to mitigate travel restrictions and expenses. Visit our training website for further information.

## Control Solutions & Services

The collective experience, expertise, knowledge, and lineage of GE Vernova's Control Solutions & Services spans more than 150 years.

Our global team of domain experts can be found on all six continents, successfully delivering more than 11,000 projects in the power, oil & gas, and various industrial segments.

Please contact your local CSS sales representative or email [controlsconnect@governova.com](mailto:controlsconnect@governova.com) to learn more about Controls Lifecare Services portfolio.



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