



GE VERNOVA

SERVICE CONTRACTS

To help minimize your risk of losses due to downtime and repairs, Power Conversion offers service contracts customized to your operational requirements. Thanks to the versatility of our service offering by blocks, we can configure a plan tailored to customer's assets needs, across a wide range of industry segments. We have deep expertise in Marine Power Generation, Hydro, Metals, Mining, Research & Test and Oil & Gas

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 the help of critical inventory suggestions by OEM.
- Ability to prognose future failures with APM.
- Increased productivity by training engineering personnel on maintenance procedures

To help minimize your risk of losses due to downtime and repairs, Power Conversion offers Service Agreements adapted to your operational requirements.



Getting to know you

To better understand your operations, the level of expertise of your teams and the status of your equipment, we propose an initial site visit.

Troubleshooting any of your potential 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 130-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

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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 at one of our training centers across the globe. Customized training programs are also available based on your requests.

Leveraging our lessons learnt

At Power Conversion, 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.

Parts Lifecycle Management

GE works with suppliers to identify upcoming obsolescence at an early stage and offers obsolescence studies specific to your equipment. We also offer last time buy (LTB) of parts or recommend replacement parts, when possible, to help you stock up on parts that are nearing end of life or will no longer be manufactured.

Digital Suite

Power Conversion's Visor solution allows for real time remote monitoring of assets by our experts based anywhere in the world allowing for an increased response time when it is needed the most. The embedded data historian enables access to historical data for advanced trending and data mining with the ability to provide automatic alerts when assets enter a degraded state.

“ If you're looking for ways to reduce downtime and enhance the performance of operations and assets, Power Conversion's 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.”



Services+

Access remote services and experts for on-tap asset health support.



Maintenance+

Improve reliability and availability, right-timing maintenance and planning downtime.



Operations+

Unlock greater efficiency in ops performance and energy efficiency.

Powered by Visor. Security | Connectivity | Data

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

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



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

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 any developing complications to help you take prompt corrective actions. This can unlock a shift from unplanned to planned downtime, or even avoid downtime altogether.

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

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

Service 360

Service 360 is Power Conversion's online service portal that enables you to assess and enhance your assets' performance throughout their lifecycle.

Service 360 is a step towards empowering you with timely service recommendations from our experts for each asset based on its age and unique characteristics.

Features :

View asset connectivity and health status (when activated)

- Benefit from specific service recommendations.
- Order spare parts & other services
- Manage your service agreements
- Manage your cases and work orders





	Service Agreement	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	
Parts Lifecycle	Parts Lifecycle Tracking	YES			NO	
	Parts Lifecycle Management	YES			NO	
Training	Regular training	Site Training		Remote Training	Factory Training	
	360° Views Model	YES			NO	
Operations+	Fuel Optimization & Emission control (Operations+ Energy Optimization) *	Base ^a			Digital Support ^b	
	Drilling Productivity/process optimization (Operations+ Process Optimization) *	Base ^a		Digital Support ^b	Fully Managed ^c	
	Dynamic Positioning performance monitoring (Operations+ Performance Optimization) *	Base ^a			Digital Support ^b	
Services+	Visor Remote Monitoring & Diagnostic	YES			NO	
	Cyber consulting services	Initial risk assessment	Initial risk mitigation	Regular reviews & updates as necessary		
Maintenance+	Asset Performance Management (Maintenance+ APM)	Base ^a		Digital Support ^b	Fully Managed ^c	

a. BASE includes regular cloud-base software upgrades.

b. DIGITAL SUPPORT includes BASE + Technical support, alert notifications and monitoring of assets.

c. FULLY MANAGED includes 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.

* Applicable only for Marine