

Orbit Magazine

Getting the most out of your condition monitoring program

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At GE's Bently Nevada* business, we work with a variety of customers who have deployed varying

Orbit Magazine

levels of asset condition monitoring (CM) programs at their facilities. Many of our customers have Bently Nevada software installed, including GE's System 1* condition monitoring and diagnostics software, and don't even realize they're not getting the full value out of the software. In fact, many of our customers are unaware we offer Technical Support Agreements (TSA) that cover all of our software programs and ensure customer's operational efficiency is optimized with the latest releases, technology and support available for their Bently Nevada software.

A TSA from Bently Nevada is the best way to ensure your software and, as a result, your CM program is enabled with the latest advances. Our TSA guarantees that customers have the adequate support and knowledge needed to improve asset reliability. This is accomplished through world-class customer support, both phone and web, that helps customers on issue resolution, upgrades and updates on cyber security. Additionally, our expert team can connect remotely with customers for troubleshooting or even data analytics. And a single TSA can cover a customer's plant or up to its entire global operation.

Our TSA entitles you to valuable benefits, including software upgrades and priority phone and/or e-mail support, 24/7 support and access to our web-based TSA Portal for numerous self-help resources. With a TSA, you can be sure that your software is always up to date and that you have access to the tools, applications and support to be successful. A CM program provides crucial mechanical condition information that influences daily operating and maintenance decisions, so we understand the importance of delivering technical expertise and rapid product support services to help ensure that your systems work as intended and without interruption.

A TSA delivers value in two key areas of any successful operation - operational excellence and cost reduction. From an operational excellence perspective, a TSA ensures the latest software versions are running. And, in the event there is an issue, a TSA makes certain they can be resolved quickly via phone support, online case management and knowledge library access. A TSA helps keep customer's s customers' staff expertise levels constantly upgraded so they can effectively collect and analyze equipment data to keep operations running smoothly, optimize the maintenance program, and plan turnarounds and shutdowns effectively.

A TSA plays an integral part in cost reduction in a customer's operation. If the software our customers rely on is not running optimally, then operations, by extension, are naturally sub-optimized. Furthermore, a TSA provides the support needed to enhance data quality and analytics to maximize an effective CM program. With the access to the wealth of knowledge from both the training and the software updates, a TSA is a guarantee that customers get the most out of their Bently Nevada software. Also imperative in today's environment are the cyber security updates that the TSA ensures customers are receiving. These updates prevent unnecessary risk to the security of customer operations.

Currently, many of our customers have taken advantage of a TSA, giving them a distinct competitive advantage over those who have not yet received all of the benefits of a TSA. Hopefully,

Orbit Magazine

this is not applicable to anyone reading this article. Surely, you are one of the 500 who are running an optimized CM program, reducing downtime, increasing uptime and maximizing the profitability of your operations. But if you're not, click [here](#) to learn more.

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