

Global Services

Nexus Controls, a Baker Hughes business, provides lifecycle management and servicing for the health of your plant, turbine, generator, and static starter control systems. Subscribers partner with our expertise for maintenance and technical care of their critical assets.

Subscriptions can be configured to the level of service needed and can enhance our standard edge-to-edge warranty period.

Every service contract is assigned a dedicated relationship manager.

Available in one, three, five, and ten-year agreements and applicable to both new and existing controls. All packaged subscriptions include parts availability, 24/7 phone support, software update report (TILs), and an annual maintenance health check by a qualified field engineer. These packages are completely flexible and can be combined with any of our ala carte service offerings.

Minimize unplanned downtime to 2 hours

– Remote Diagnostics Metric

Not to be copied, distributed, or reproduced without prior approval.

Adopt

Get up to speed with support designed to supplement your warranty period.

- ✓ Annual optimization check for a control system
- ✓ Annual health advisor report (TILs)
- ✓ 5 day training for ops. or maint. personnel

Optional:

- ✓ HMI cyber asset protection subscription
- ✓ 24/7 Remote diagnostics team connection, immediate engineering support

Additional benefits:

- ✓ 5% off list field services rates
- ✓ 5% off list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 5% off list TILs and software upgrades
- ✓ 5% off list training course rates

Maintain

Priority FE mobilization and part shipment enhanced beyond standard Nexus Controls lead-times.

- ✓ Priority FE mobilize response (Dedicated FE call out resource team)
- ✓ Priority parts ship response (PartSmart, vendor managed inventory program)
- ✓ 24/7 dedicated phone support

- ✓ Annual health check for a control system
- ✓ Annual health advisor report (TILs)

Additional benefits:

- ✓ 10% off list field services rates
- ✓ 10% of list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 10% off list TILs and software upgrades

Improve

Maintain package + moves beyond event-based support to preventative maintenance.

- ✓ Maintain package plus
 - + HMI cyber asset protection subscription
 - + 24-7 Remote diagnostics team connection, immediate engineering support
 - + Customer Baker Hughes facility training for ops. or maint. personnel

Additional benefits:

- ✓ 15% off list field services rates
- ✓ 15% of list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 15% off list TILs and software upgrades
- ✓ 15% off list RDS tickets
- ✓ 15% off list training course rates

Comprehensive

Maintain + improve packages + full-service & turnkey future upgrade.

Simplified billing structure over multi year period, and benefit from a true partnership with Nexus Controls in the maintenance and servicing of the control system.

- ✓ Maintain package
- ✓ Improve package
 - + Network level cyber protection, SecurityST product
 - + Dedicated site project upgrade manager
 - + Turnkey future upgrade based on package

Additional benefits:

- ✓ 20% off list field services rates
- ✓ 20% off list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 20% off list TILs and software upgrades
- ✓ 20% off list RDS tickets
- ✓ 20% off list training course rates

Nexus Controls full services suite

Category	Service offering	Description
Implementation services	Design, installation, and commissioning	<ul style="list-style-type: none"> Turnkey project delivery Third-party system integration Installation and commissioning Solution design for plant assets (GT, ST, BOP, etc) Upgrades with edge to edge warranty HMI Upgrades Upgrade modkits
	Project management	<ul style="list-style-type: none"> Dedicated site project manager Electrical labor supervision Site personnel qualification Schedule management Documentation package
Lifecycle services	Technical support	<ul style="list-style-type: none"> 24/7 priority technical phone support Controls connect self-help web portal Annual control system health assessment (TILs)
	Remote diagnostics	<ul style="list-style-type: none"> Live and secure remote connectivity Immediate access to experts Proactive system health and alarm checks
	Field service	<ul style="list-style-type: none"> On-site troubleshooting Emergency break-fix support Maintenance TILs and service call outs HMI screen optimization/customization Calibration support services Control system and alarm optimization Resident field engineer
	Parts and repair	<ul style="list-style-type: none"> Purchase new or refurbished parts Exchange parts Test and certify existing inventory Spares assessment and recommendations Managed inventory with guaranteed ship times
Cybersecurity services	Cybersecurity	<ul style="list-style-type: none"> Cyber patch updates (CAP) monthly Validated operating system & application patches Validated antivirus/intrusion detection signatures Enhanced backup & recovery capability Monthly patch reporting On-site cyber patching with qualified FE Cybersecurity assessments
Training and consulting	Training	<ul style="list-style-type: none"> Customer site training Customer software simulation Nexus Controls facility classroom training Skills development - fundamentals to advanced topics
	Consulting	<ul style="list-style-type: none"> Dedicated relationship manager Spares review and assessment Health review and assessment Operational productivity assessment Cybersecurity assessment

www.industrial.ai/control-solutions/control-solutions-services

Baker Hughes 