

Supporting Services Agreement

Bently Nevada Supporting Services Agreements (SSAs) provide a full range of customizable support including proactive health management of Bently Nevada condition monitoring and protection systems, implementation of security updates and feature enhancements, and expert asset condition monitoring insights that drive impactful operating decisions and facilitate optimal maintenance planning.

Impactful outcomes



55% Reduction in unpredicted failures

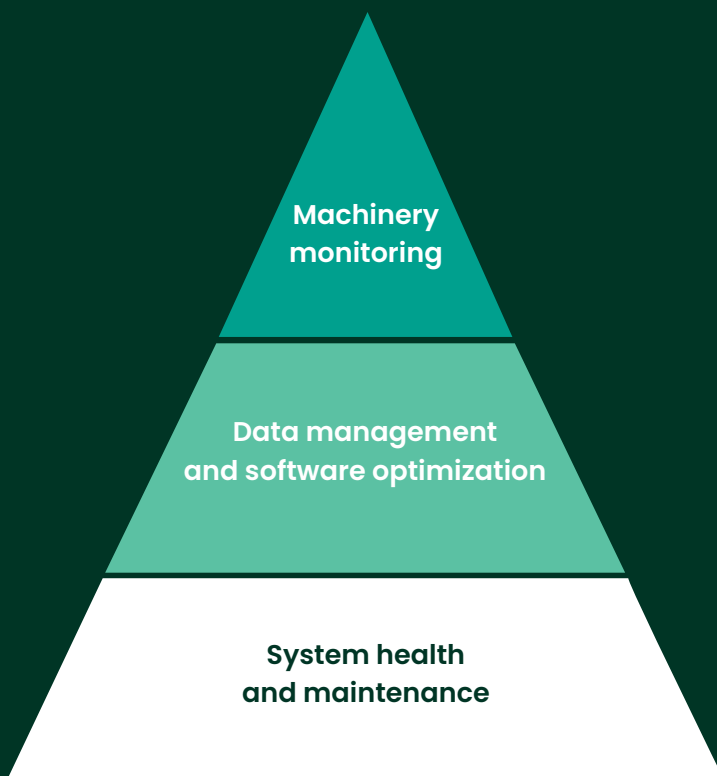
25% Increase in production

10x Average return on investment

30% Increase of equipment availability

50% Reduction in maintenance costs

90% Reduction in non-actionable alarms



Bently Nevada Supporting Service Agreement (SSA) scope and value

Put our decades of experience to work, when and where you need it

		System health management	Asset health management	
Supporting service packages		Maintain	Preventive	Predictive
Machinery monitoring	Initial machinery baseline health audit	o	✓	✓
	Periodic asset health audits • Remote or onsite delivery options		✓	o
	Continuous alarm and event based asset health • Live data, normal working hours (extended working days/hrs. available on request) • Remote delivery (Onsite with resident engineer only)			✓
	Performance emissions monitoring analytics Compliance and regulatory reporting		o	o
	Thermodynamic performance analytics		o	o
	Walk around (portables) program data analysis		o	o
	Machinery protection and monitoring system asset risk assessment	o	o	o
Data management and software optimization	Software M&S with implementation and deployment services	Essential	Essential	Essential
	Baseline data quality assurance and optimization	✓	✓	✓
	Managed data quality and optimization - periodic	o	✓	
	Managed data quality and optimization - continuous			✓
System health and maintenance	Baseline instrumentation and system health audit	✓	✓	✓
	Managed system maintenance	✓	✓	✓
	TIL evaluation and recommendations	✓	✓	✓
	Spare parts evaluation and recommendations	o	o	o
	Packaged site days - outage support	o	o	o
Cyber security	System hardening - evaluation and implementation*	o	o	o
	CAP deployment services (Operating system and antivirus)	o	o	o
Contract management	Contract performance and case management - web portal	✓	✓	✓
	Periodic contract performance management reviews	✓	✓	✓
Training	Systems and instrumentation	o	o	o
	Machinery monitoring and diagnostics	o	o	o
	Skills development program	o	o	o

Delivering success with measurable Key Performance Indicators (KPIs)

Contract specific KPI's are collaboratively identified and baseline values are set at the beginning of every SSA to ensure they are aligned with your business priorities and can be monitored for improvement and impact throughout the duration of the agreement.

	KPI	Metric	Maintain	Preventative	Predictive
HSE	Health and Safety	HSE compliance & incident reports	✓	✓	✓
Machinery monitoring	Preventive asset health	On-time reporting and asset coverage		✓	
	Predictive asset health	Time to alerts & analysis notifications			✓
	Corrective action response	# of open work orders		✓	✓
	Diagnostics accuracy	Validated correct diagnoses		✓	✓
	Missed opportunities	Undetected downtime events		✓	✓
Data management and software optimization	System 1 data availability	% availability	✓	✓	✓
	Alarm efficiency	# nuisance alarms per period		✓	✓
	Software updates	# servers with current version S1	✓	✓	✓
	Cyber security	# S1 servers updated with current patches	✓	✓	✓
System health and maintenance	Server health	# of server health reviews	✓	✓	✓
	HW availability	# of devices communicating with S1	✓	✓	✓
	Sensor health	# of xdcrs with healthy status	✓	✓	✓
	TIL compliance	% of TIL actions completed	✓	✓	✓
Contract management	Scheduled activities	Scheduled activities delivered on-time	✓	✓	✓
	Performance reviews	# of customer reviews held	✓	✓	✓
	Web based portal	Agreement KPI's visible and up to date	✓	✓	✓
	Call-off response time	# call-offs within time window	✓	✓	✓
Case management	Case closure ratio	Closed cases/total cases		✓	✓
	Case stagnation ratio	Open cases > 1 year /total cases		✓	✓
	Mean life of cases	Mean time to case closure		✓	✓
ROI	Reduced downtime	Hours of downtime saved	✓	✓	✓
	\$ savings	Estimated overall \$ value saved	✓	✓	✓

* Table contains example KPIs. Actual contract KPIs are tailored to contractual scope and aligned to individual customer business priorities.

Numbers that speak for themselves...

60+ years

of condition monitoring experience

350+

SSAs in place globally

5,000+

assets under remote management

8 Million+

monitoring points installed worldwide

8

Global remote monitoring centers

Our services mission is to ensure the health of your production assets by applying the finest resources, asset condition monitoring expertise, process excellence and best-in-class technology

Improve visibility into the health of your machinery, saving you time and money

Our service professionals ensure your Condition Monitoring system is continually tuned and optimized for proactive alarm notification, and provides the data and equipment visualizations and diagnostic tools to cover your plantwide machinery assets.

Partner our expertise with your people

Bently Nevada's service team works in partnership with your current in-house capabilities to deliver a proactive, consistent and effective condition-based maintenance program.

One flexible, holistic solution

Bently Nevada's best in class hardware and software solutions paired with our flexible, scalable and ongoing support service offerings, ensure you are maximizing the value of your condition monitoring program

Flexible delivery models to ensure the best fit for your operational goals and site access requirements

Remote monitoring

- ✓ Minimize downtime with anytime access to review data
- ✓ Eliminate travel and logistics complexity and costs
- ✓ Enable continuous event-based monitoring for the best Machinery Asset and System health coverage

On-site support

- ✓ Onsite field engineer – knows your personnel, machinery, and production process
- ✓ Onsite updates and patching safely and securely with no connectivity risk
- ✓ Informal onsite OJT and coaching available

Embedded engineer

- ✓ Dedicated onsite field engineer acts as a customer team member
- ✓ In-depth knowledge of your system, assets, policies, and processes
- ✓ Maximize condition monitoring value realization and outcomes



For more info, visit

<https://www.bakerhughesds.com/bently-nevada/condition-monitoring-services/support-and-maintenance>