

Bently Nevada Services & Support

Superior customer care for more than half a century

fact sheet

GE's Bently Nevada product line is an established global industry leader for asset condition monitoring applications, and chances are you may already be using some of our proven equipment in your plant today.

But did you know that our capabilities extend far beyond just our products? The Bently Nevada Services & Support team boasts more than 50 years of deep, technical expertise and comprehensive service experience, all packed into an expansive range of support offerings.

Bently Nevada Service Advantages

A service agreement with GE means you get highly trained Bently Nevada experts dedicated to supporting your equipment. Our field engineers are well-equipped to handle the modern-day operating challenges you face on a daily basis—each field engineer has access to:

- All the latest hardware, software and application training, plus all relevant certifications
- The newest Bently Nevada firmware and software releases
- L3 support (product engineering) if needed

Consistent Service, Monitored for Quality...

Our goal is to ensure consistently outstanding customer service. Each of our field engineers' service territories is monitored by a local regional service lead, as well as a regional service manager.

In addition, GE's Bently Nevada product line is an ISO 9001 certified organization, meaning we have processes and procedures in place to ensure consistency in delivering the absolute highest quality product and service support, and we are regularly audited to verify compliance to these standards.



...And Measured for Results

We believe that your feedback makes us better. So after every site visit, we ask our customers to complete a survey about how we did. Our experts in the field regularly deliver scores of nine or above on a 10-point service performance scale, and our management team personally investigates any low scores so that we can understand and implement required corrections and improve in the future.



One Call Does it All

With one quick call to your local Bently Nevada representative, you gain immediate access to:

- [System & instrumentation \(S&I\) service, project management support, and machinery diagnostic services \(MDS\)](#) backed by more than half a century of Bently Nevada expertise
- Remote MDS capabilities for in-depth data analysis and monitoring through our [Remote Monitoring Centers \(RMC\)](#)
- Bently Nevada [site management support](#), which can help you manage administrative requirements to simplify plant security and compliance issues, plus the team ensures that correctly sized probes arrive at your site in time to meet your specific outage or turnaround schedule
- Our Bently Nevada [front-end engineering design \(FEED\)](#) team, which can help you properly engineer future condition monitoring projects to ensure quality and timeliness

Service Agreements

Our Services and Support team will work with you to develop a [customized asset care service program](#) that is designed to maximize the value of your plant wide condition monitoring investment. Our mission is to help you meet your production commitments while lowering operating and maintenance expenses, and our supporting services and technical support agreements will ensure that your plant is being used to its full potential.

Training

We also offer comprehensive training programs where our customers can gain hands-on experience at our [state-of-the-art customer application centers \(CACs\)](#) in our Minden, NV and Houston, TX locations. We also have the capability to perform onsite training at customer locations around the globe.

Flexible and Affordable Pricing

Whether reactive or planned, for project work or simple probe gapping, we will provide high-quality Bently Nevada support at competitive rates. We can provide fixed price support or time & material (T&M) pricing to support all your service needs.



Contact your local Bently Nevada representative today for more information. Toll-free: +1 800-488-1915 or Email: bntechsupport@ge.com

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