

Site Portal

A customer specific Web-based portal



Doctors maintain comprehensive records to track, document and manage their patients' health. When you enter into a Supporting Services Agreement (SSA) with GE, your dedicated Site Portal gives you the same insight into the health of your production assets. The Site Portal is a custom Web interface that helps you derive maximum value from the services you've purchased. Your Site Portal connects you to Bently Nevada* machinery diagnostic expertise, provides quick access to all relevant information, and keeps you engaged in every aspect of your agreement. From one central location you can examine contract terms, look up contacts, examine asset health records, call on an expert for assistance, schedule and track upcoming events, and proactively manage alarms.

Understanding Your Agreement

Where would you look to find specifically what your agreement covers? The Contract section of your Site Portal puts the following information at your fingertips:

- Contract terms and expiration date
- A listing of all equipment covered by the agreement
- Support schedules



Facilitating Communications

When you need to get in touch quickly, you don't want to shuffle through a pile of business cards. The Site Portal provides quick access to the GE and customer contact information you need. GE contacts generally include the responsible SSA Site Lead, the Sales Manager, and Service Engineers. Customer contacts may include any members of your organization that you designate.

Tapping into a Wealth of Information

Commissioning documents and other useful reference materials are easily accessible via the document repository. For example, asset health records are maintained for each production asset covered by the agreement and are readily available. These documents provide:

- Description – Duty and Tag
- Normal operating behavior, responses, startup, shutdown
- System 1* configuration – sensor type and locations, data type, trended parameters, alarms, custom rules, RulePaks, reference data
- History – reports, inspections, design modifications, operating changes, maintenance record
- Vitals – periodic measurements of key vibration and performance parameters at defined operating condition

Calling on Our Expertise

Requests for service or expert advice can be submitted via the Action Items list. This area may be used as a simple "to-do" list, or tasks may be auto-generated by an alarm or event and then tracked through to problem resolution.

Planning and Tracking Events

This area lets you schedule and be notified of significant events such as plant outages and audits. The interface is user-friendly; reminders can be programmed into the tool at various intervals as the event data approaches.

Proactive Alarm and Events Management

Early notification of and rapid response to alarms are critical to the health of your production assets. The Site Portal facilitates this through an Advanced Proactive Alarm Management process.

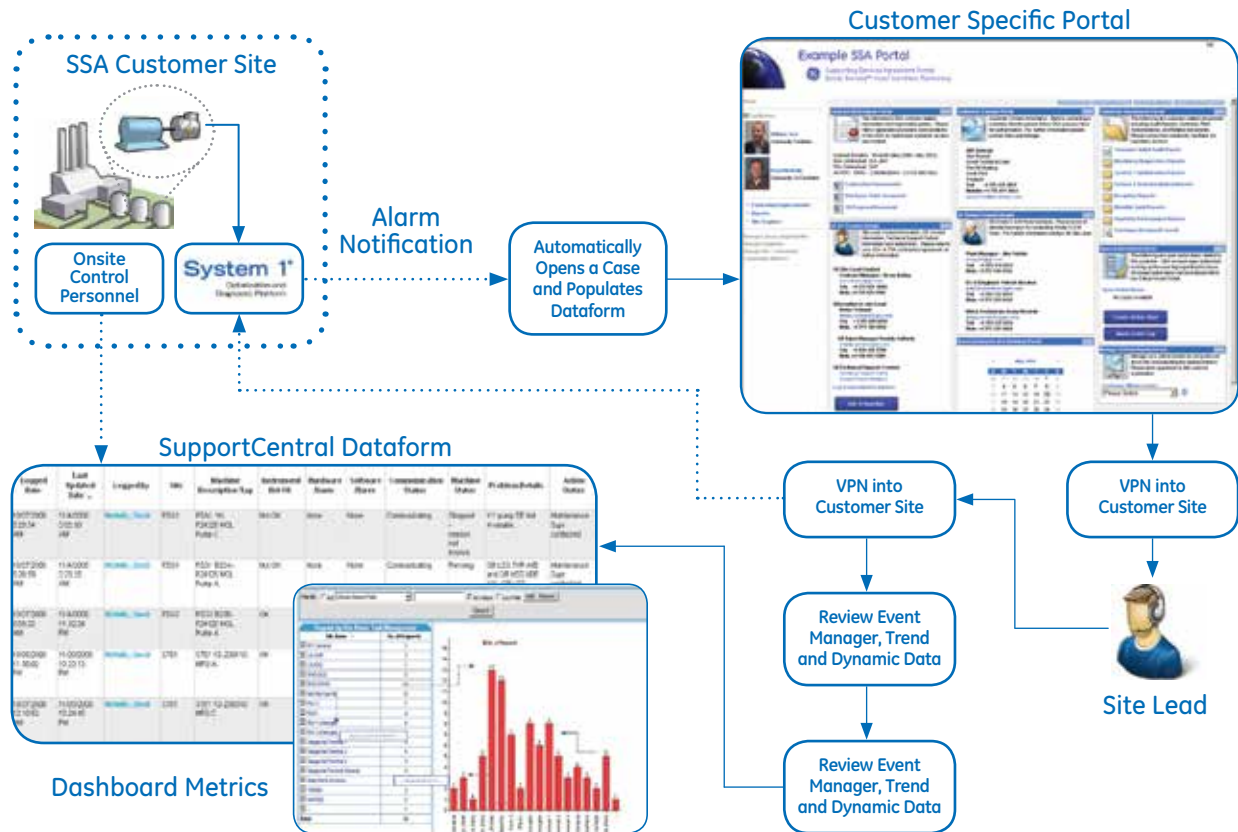
When an alarm occurs at your site, System 1 software sends an alarm notification to the Real Time Critical Asset Monitoring area on the Site Portal. Your portal can be configured to automatically open a case in

the Action Items list and populate a dataform. Dataforms are posted in the documentation repository viewable by your staff, or others granted access. The purpose of the dataform is to log, assess and document the problem, and track pre-determined actions (per your agreement) through to resolution. Dashboard metrics can easily be created to provide status at-a-glance.

When the case is opened, an e-mail alert is generated and sent to the Site Lead. The Site Lead can then remotely dial into the plant's System 1 software to diagnose and analyze the situation. When the analysis is complete, the Site Lead enters a disposition code into a dataform to initiate the resolution process.

Value Delivered

- Helps effectively manage SSA to achieve maximum value
- Provides one central location for all relevant information
- Aids in proactive problem management



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