

## Contract Management

### Solution Overview

GE Bently Nevada's team will assign a site lead (not necessarily based at customer's site) who will manage both the technical and commercial execution of the agreement. The site lead will be the customer's normal first point of contact. At agreement commencement, the site lead will arrange a Kickoff meeting with the customer's representative, will define Key Performance Indicators (KPIs) and set up the SSA Web Portal (see the following section), which will be accessible to specified customer and GE Bently Nevada's personnel.

### SSA Web Portal

The SSA Web Portal will provide a clear and effective interface to enable the appropriate personnel to quickly understand the agreement scope, the contact information, any process workflows (indicating site and GE Bently Nevada's contacts). It will also include machine information, relevant procedures and reports, and a clear list of action items and contract performance KPIs and dashboards.

### Scheduling

The site lead will be responsible for scheduling the required qualified GE resources to execute the agreement per the defined work scope and deliverables.

For agreements with remote access and periodic audits and/or alarm and event management, the site lead will coordinate regular teleconference calls using WebEx to manage both the technical and commercial execution of the agreement, and to ensure that the customer is integrated into the process to develop and implement action plans to resolve all exceptions, alarm and events presented.

### Contract Performance

The Site Lead will manage, monitor, and review contract performance, examples of which are as follows:

- Capture and record benefits to site operations as they occur
- Capture and record improvements made to the system to improve its performance

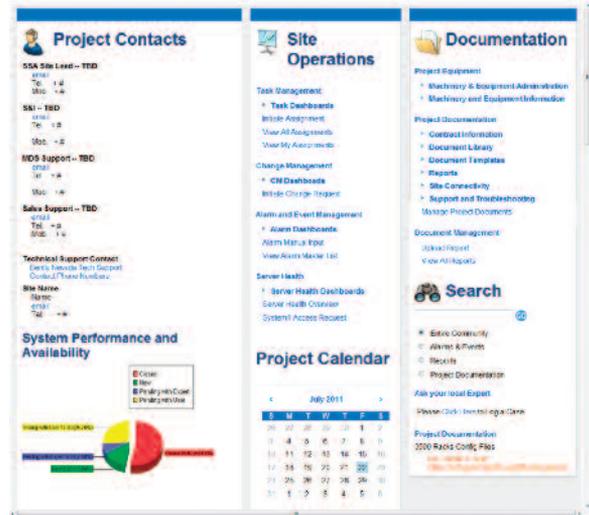


Figure 1 - Example screenshot of SSA Web Portal.

- Report performance summary monthly. Typical items:
  - Review of KPIs
  - Capture lessons learned and shared
  - Identification of improvements made
  - Cost summary
- Periodic review (monthly, quarterly and annual per contract) that summarises:
  - Roll-up of monthly reports – focus on main items
  - Key performance indicators
  - Delivery of historic objectives/improvement plan

### Value

- Customer has dedicated services on first point of contact (contract manager) for all communications
- Manages and reports on the contract deliverables
- Manages and reports on contract performance and improvements

Please contact us for detailed information and quotes:

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