GE Energy Services

Remote Access to Your System 1* Asset Condition Monitoring System

Today many services integral to condition monitoring, including diagnostics and configuration, are being performed remotely rather than sending a service engineer to the site. One obvious benefit is the elimination of delays due to travel time. When hours and minutes count, this can be the difference between a machine save and a crisis. Another benefit is the elimination of travel expenses. You can actually achieve a better outcome at lower cost.

High-bandwidth and high-speed access to corporate data networks via secure technologies have overcome speed and security limitations that once made remote access impractical. Rotating machinery engineers can now "be there without being there," enjoying quick access to data, plots, reports, and every aspect of the system just as though they were sitting at the host computer. Crossing international borders is no longer a problem. Airplane schedules are no longer an issue. Inclement weather is no longer a challenge. A computer, an Internet connection, and an individual with the right expertise are all that's required.

Why Remote Configuration?

In the past asset condition monitoring systems were typically configured at the factory; however, this is becoming increasingly impractical. Today's systems incorporate process and thermodynamic performance data, and their configuration requires detailed knowledge of site conditions. Also, many parameters change over time and as such require recurring configuration. This leaves two options: travel to the site or connect remotely. With the potential for enormous cost-savings remote connectivity is an easy choice. It also facilitates timely adjustments to keep the system configured as conditions change.

Why Remote Monitoring?

Condition monitoring programs are trending toward proactive intervention to avoid forced outages and extended downtime. This is a worthy goal, yet difficult to achieve when a decreasing number of facilities have the luxury of a full-time rotating machinery engineer.

Our Remote Monitoring Center in Minden, Nevada, and our fully equipped Regional Technical Support Centers provide continuous 24/7 monitoring and diagnostic services. Specialists at these locations continuously gather data on specific metrics, perform machine oversight, detect trends and approaching issues, and interact with customers to provide real-time troubleshooting support. At the Minden facility, resident engineering and technology experts are available to call upon when their support is needed.

To illustrate, imagine it is 4:00 AM at your site. A specialist at the Minden facility detects a change in machine condition that is cause for concern, but does not require your immediate attention. While you sleep, the specialist investigates and consults with resident experts. A brief report is prepared, summarizing the findings and providing recommended actions. The report is sent via e-mail and is in your inbox when you arrive on site later that morning.

And remote access is not limited to these GE facilities. Our authorized machine experts can tap directly into your condition monitoring system and System 1* software from their office or anywhere Internet access is available.

Surmounting the IT Challenge

If your Information Technology (IT) department is reluctant to grant remote access due to security, we can help. Most of our customers are surprised to learn how easily these issues can be addressed when they allow us to work with their IT departments, offloading this responsibility from the rotating machinery engineer's shoulders. In every instance, we have been able to engineer remote connectivity solutions that satisfy speed and security concerns and adhere to corporate IT policies.

Save Without Sacrificing Quality

Remote services are an integral part of our best-in-class customers' systems and programs for asset condition monitoring, providing cost savings without sacrificing quality. In fact, the quality with which we can remotely deliver many services actually exceeds that of locally delivered services because we use the best person for the task at hand, rather than the closest person geographically. This greatly enhances the timeliness with which we can deliver services.

The full value of Remote Monitoring Services is achieved when it is embedded in a Supporting Services Agreement (SSA) combined with periodic on-site support. This enables us to develop the understanding of your operating and maintenance procedures, collect and maintain details of your machine design and operating history, and build a relationship to become integral to your operation. Managed by the SSA Site Lead using your Site Portal, Remote Monitoring can provide a higher quality response and achieve a better outcome.

Value Delivered

Remote Monitoring Services can contribute to:

- Increased unit efficiency and availability
- Reduced risk of damages
- Lower operating expenses
- Extended outage intervals
- Decreased repair times
- Fewer forced outages

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