



# Global Services

BHGE Controls Solutions provides lifecycle management and servicing for the health of your plant, turbine, generator, and static starter control systems. Subscribers partner with BHGE expertise for maintenance and technical care of their critical assets.

Subscriptions can be configured to the level of service needed and can enhance our standard edge-to-edge warranty period.

Digital Solutions always assigns a dedicated relationship manager.

Available in one, three, five, and ten-year agreements and applicable to both new and existing controls. All packaged subscriptions include parts availability, 24/7 phone support, software update report (TILs), and an annual maintenance health check by a qualified field engineer. These packages are completely flexible and can be combined with any of our ala carte service offerings.

Minimize unplanned downtime to 2 hours  
– Remote Diagnostics Metric

## Adopt

**Get up to speed with support designed to supplement your warranty period.**

- ✓ Annual Optimization Check for a control system
- ✓ Annual Health Advisor Report (TILs)
- ✓ Customer BHGE Facility Training for Ops. or Maint. Personnel

**Optional:**

- ✓ HMI Cyber Asset Protection Subscription
- ✓ 24/7 Remote Diagnostics team connection, immediate engineering support

**Additional Benefits:**

- ✓ 5% off list field services rates
- ✓ 5% off list Mark VIe, EX2100e, LS2100e parts, and Nexus parts
- ✓ 5% off list TILs and software upgrades
- ✓ 5% off list Training course rates

## Maintain

**Priority FE mobilization and part shipment enhanced beyond standard BHGE lead-times.**

- ✓ Priority FE mobilize response (Dedicated FE call out resource team)
- ✓ Priority parts ship response (PartSmart, Vendor Managed Inventory Program)
- ✓ 24/7 dedicated phone support
- ✓ Annual health check for a control system
- ✓ Annual Health Advisor Report (TILs)

**Additional Benefits:**

- ✓ 10% off list field services rates
- ✓ 10% of list Mark VIe, EX2100e, LS2100e parts, and Nexus parts
- ✓ 10% off list TILs and software upgrades

## Improve

**Maintain package + moves beyond event-based support to preventative maintenance.**

- ✓ Maintain Package plus
  - + HMI Cyber Asset Protection Subscription
  - + 24-7 Remote Diagnostics team connection, immediate engineering support
  - + Customer BHGE Facility Training for Ops. or Maint. personnel

**Additional Benefits:**

- ✓ 15% off list field services rates
- ✓ 15% of list Mark VIe, EX2100e, LS2100e parts, and Nexus parts
- ✓ 15% off list TILs and software upgrades
- ✓ 15% off list RDS Tickets
- ✓ 15% off list Training course rates

## Comprehensive

**Maintain + Improve packages + full-service & turnkey future upgrade.**

Simplified billing structure over multi year period, and benefit from a true partnership with BHGE in the maintenance and servicing of the control system.

- ✓ Maintain Package
- ✓ Improve Package
  - + Network Level Cyber Protection, SecurityST Product
  - + Dedicated Site Project Upgrade Manager
  - + Turnkey future upgrade based on package

**Additional Benefits:**

- ✓ 20% off list field services rates
- ✓ 20% off list Mark VIe, EX2100e, LS2100e parts, and Nexus parts
- ✓ 20% off list TILs and software upgrades
- ✓ 20% off list RDS Tickets
- ✓ 20% off list Training course rates

# Control Solutions Full Services Suite

Category	Service offering	Description
Implementation Services	Design, Installation, and Commissioning	Turnkey project delivery
		Third-party system integration
		Installation and commissioning
		Solution design for plant assets (GT, ST, BOP, etc)
		Upgrades with edge to edge warranty
		HMI Upgrades
	Project Management	Upgrade modkits
		Dedicated site project manager
		Electrical labor supervision
		Site personnel qualification
Lifecycle Services	Technical Support	Schedule management
		Documentation package
		24/7 priority technical phone support
	Remote Diagnostics	Controls Connect self-help web portal
		Annual control system health assessment (TILs)
		Live and secure remote connectivity
		Immediate access to experts
	Field Service	Proactive system health and alarm checks
		On-site troubleshooting
		Emergency break-fix support
		Maintenance TILs and service call outs
		HMI screen optimization/customization
		Calibration support services
	Parts and Repair	Control system and alarm optimization
		Resident Field Engineer
Purchase new or refurbished parts		
Exchange parts		
Test and certify existing inventory		
Spares assessment and recommendations		
Cybersecurity Services	Cybersecurity	Managed inventory with guaranteed ship times
		Cyber patch updates (CAP) monthly
		Validated operating system & application patches
		Validated antivirus/intrusion detection signatures
		Enhanced backup & recovery capability
		Monthly patch reporting
		On-site cyber patching with qualified FE
Cybersecurity Assessments		
Training and Consulting	Training	Cybersecurity Assessments
		Customer site training
		Customer software simulation
		BHGE facility classroom training
	Consulting	Skills development - fundamentals to advanced topics
		Dedicated Relationship Manager
		Spares review and assessment
		Health review and assessment
		Operational productivity assessment
Cybersecurity Assessment		

For more information or to request a quote, please contact your local BHGE representative or contact us at:

Email: [controlsconnect@ge.com](mailto:controlsconnect@ge.com)  
Phone: 1-888-943-2272



## Industrial.ai/Control-Solutions

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