

# Bently Nevada\* – BHGE Services & Support

Superior customer care for more than half a century

BHGE's Bently Nevada is an established global industry leader for asset condition monitoring, and chances are good you are already 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 – BHGE 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.

## BHGE Service Advantages

A service agreement with BHGE means you get highly trained Bently Nevada product experts dedicated to supporting your equipment. Our field engineers are well equipped to handle modern-day operating challenges.

Each field engineer has:

- Bently Nevada product-specific field Certification for work to be completed on your site, including all the latest hardware, software, and application training
- The newest Bently Nevada firmware and software releases
- L3 Product engineer support and global support network
- Vast database of equipment historical, operational, and troubleshooting information

Maintaining high environmental, health, and safety (EHS) standards is more than simply a good business practice—it is a fundamental responsibility to our employees, our customers, our communities, and the environment we share. BHGE is committed to keeping our workers safe on the job, ensuring compliance with environmental laws and regulations and incorporating these values into every new product, service, or process. Our commitment yields measurable results that benefit our service teams and our customers.

## 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 service team leader, as well as a regional service manager.

In addition, we are 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.



BHGE field engineers can help you meet your operational goals.

## ...And Measured for Results

We believe that your feedback makes us better. Following site visits, customers are randomly selected to complete a survey to evaluate our performance. Our field service experts deliver high-value-added services using their deep technical knowledge and expertise. Should our performance not meet the expectations of our valued customers, our management team personally follows up with customers in an effort to continuously improve the quality of our service.

## One Call Does it All

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

- Site Project Management for retrofit design and installation services. Front-end engineering design (FEED), which helps you properly engineer future condition monitoring projects to ensure quality and timeliness.
- 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 Remote Monitoring Centers (RMC).
- Systems and Instrumentation service for commissioning transducer and monitoring systems and System 1\* software including cyber security and remote capability assistance.



Our Remote Monitoring Centers enable our experts to help you solve problems no matter where you are located.



BHGE's Bently Nevada Customer Application Center opened in Minden, NV in May 2012.

## Training

We offer comprehensive training programs that provide hands-on experience to our customers at BHGE's state-of-the-art Customer Applications Centers (CACs). All training is conducted at our Minden, NV and Houston, TX CAC locations (there are 10+ CACs across the globe). The Bently Nevada training is conducted by our core group of instructors and experienced field engineers to provide a world-class training experience. Our techniques are proven and draw from strong regional expertise in over 50 countries.

## Flexible

Whether reactive or planned, from project work to system verification, we will provide high-quality Bently Nevada product support. We offer the flexibility to provide fixed or time and materials (T&M) pricing to support all your service needs.

## Service Agreements

Our Services team will work with you to develop a customized asset care service program designed to maximize the value of your plant-wide condition monitoring investment. Our mission is to help you meet 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.



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