

Nexus nTeract™ Lifecycle Services

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At Nexus Controls, we are committed to helping you address the challenges you face today related to workforce changes as well as operating and maintaining diverse fleets of aging equipment. With our various lifecycle management solutions, you'll receive our valuable expertise and support to ensure proper care of your critical plant assets, including turbines, generators, static starters, and distributed control systems. Let us connect you to the right service at the right time to meet your needs.

Training of your personnel

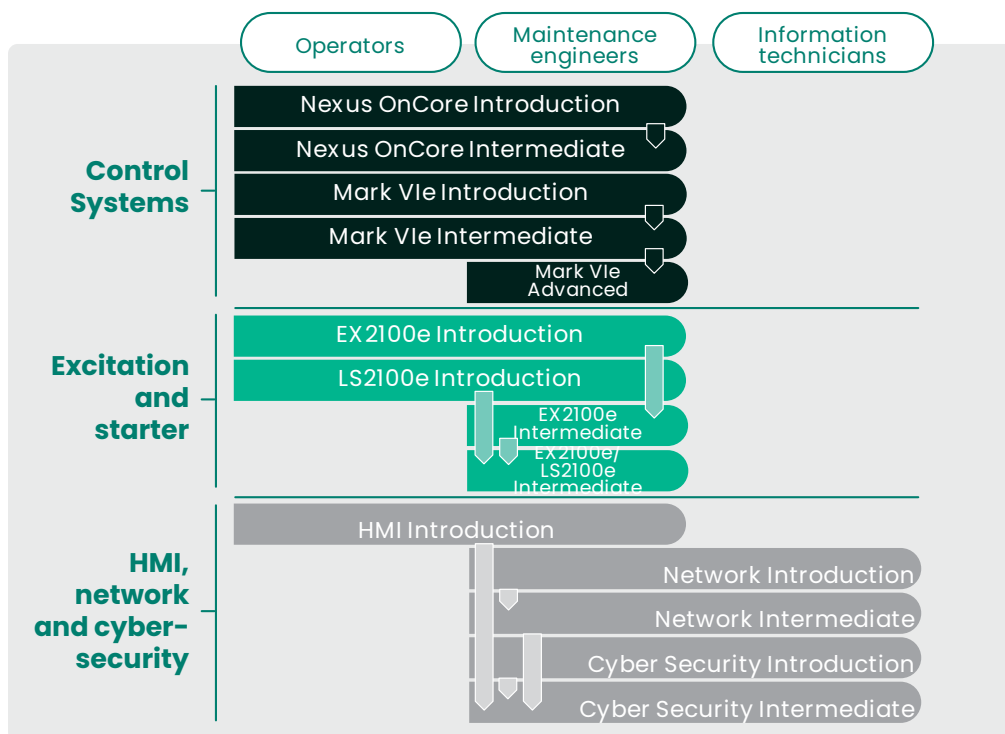
Site Specific Courses – Learn the ins and outs of your control system with our in-depth, week-long training courses tailored to your specific product(s) and application. These

courses are offered in person at your site or at our Nexus Controls training facilities. Also available remotely.

Open Enrollment Courses – A cost effective alternative that allows you to gain general knowledge in controls, operations, and maintenance while training with students from around the world. Course size is limited to maintain a successful learning environment.

Informal Onsite Coaching – Get answers to your controls questions, get up to date on what's new, and learn how to improve the operation of your control system with a short training visit from one of our expert instructors.

See our training calendar or schedule your training here: [Nexus Controls Training Calendar](#).



Maintenance of your system

Software Updates – Our software updates enable you to take advantage of improvements that can save you time and money, as well as prevent unexpected issues that may arise from software obsolescence and version conflicts.

Health Assessment – Your control system is the heart of your operation. Our health assessments review alarms, logs, connections, power, and more to help reduce unplanned downtime by preventing unexpected health issues and assisting with outage planning.

Spares Assessment – Our experts are the best in the business at identifying what parts you need and when you need them. Get advice on which parts to keep on hand and choose the best purchase option to meet your needs: new, remanufactured, exchanged, or repaired. Learn more or request a quote here: [Parts Management](#).

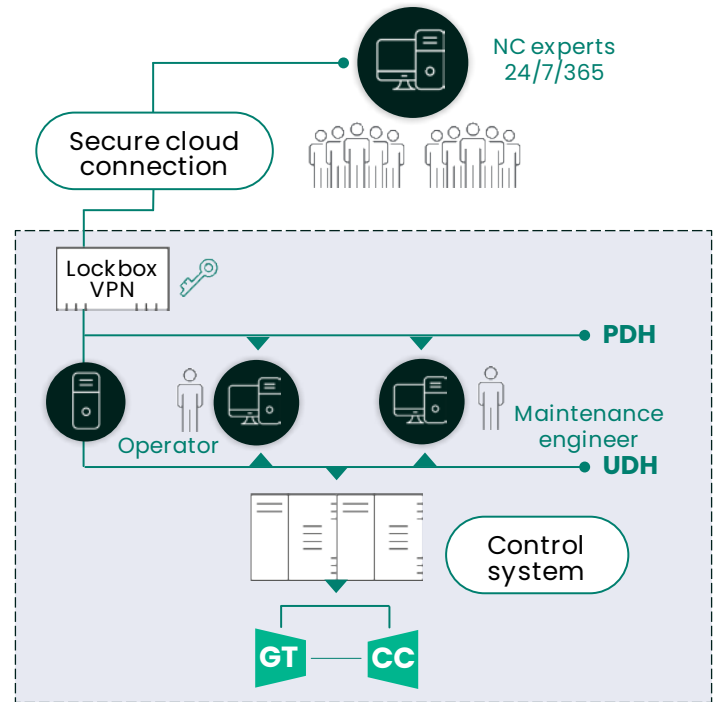
Support packages

Technical Service Agreement (TSA) – Purchase the right-size block of hours to meet your support needs. Hours can be used for phone support, preventative maintenance, onsite troubleshooting, software changes, training, patching, and more. The bigger block you buy, the better discount you get.

Remote Diagnostic Service (RDS) – When you find yourself in an unexpected outage, you need answers fast. Our RDS team typically responds within 20 minutes and identifies a solution to your problem within 2 hours by securely accessing your system to run analytics and troubleshoot.

Nexus nTeract Virtual Assistant – Provides immediate live access to our remote experts via camera and screen sharing so they can troubleshoot as if at site with you. Also includes our Nexus nTeract Smart Search app for fast and intuitive searching across reference documents from any vendor. Additional features include digital procedures and real time mobile access to control data.


Nexus nTeract Delegate Package – This offering allows our experts to monitor the health of your control system remotely so you can focus on optimizing your operation. It includes an extended warranty for your Nexus OnCore modules, quarterly remote health assessment reports, technical phone support, and remote diagnostic support – with options for standalone data monitoring or additional add-ons.



About Nexus Controls

Nexus Controls LLC (formerly GE Energy Controls Solutions) exists as the collective experience and history of multiple companies whose expertise, knowledge, and lineage spans over 150 years.


Our global team of domain experts are in 44 countries on all six continents and have successfully delivered over 11,000 successful projects in the power, oil & gas, and various industrial markets.



Global Technical Support

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Baker Hughes 

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