



Global Services

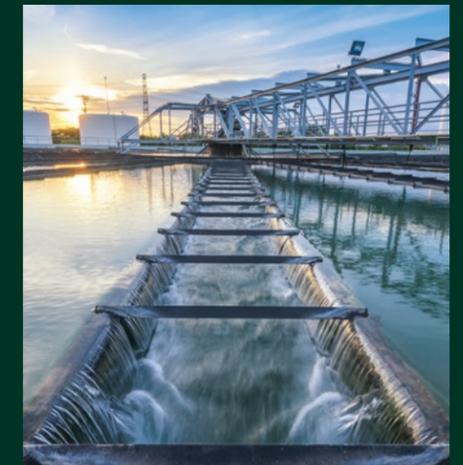


Improving your plant performance and business outcomes

Bently Nevada Support Services cover everything from initial design to the entire operating life of your facility—with easy access to application experts and our complete portfolio of upgrades, replacements, and retrofits that let you get the most out of your investment.

We drive safety and performance in oil and gas, power generation, water treatment, mining, steel production, and many other industries—wherever rotating or reciprocating machines are driving production. Our technologies and expertise provide the continuous and accurate knowledge needed to realize the value of true condition-based maintenance, and optimize asset health for your long-term success.

Our diagnostic and service engineers around the world all work to the same high standards regardless of location. They undergo rigorous training and certification programs to ensure we provide the industry's highest quality of expertise and execution. With more than 550 service and support professionals in over 50 countries, we have the right people with the right solutions—wherever and whenever you need us.





Focus your efforts



Extend outage intervals



Improve efficiency



Remote diagnostic support

"I'm a rotating machinery engineer responsible for 10 offshore platforms with 60 key assets. I'm evaluated on asset availability, so I need to focus on fixing problems. I don't have time to analyze 60 sets of condition monitoring data. Our Bently Nevada service agreement covers the analytics for me—proactively detecting problems, diagnosing root causes, and recommending corrective actions."

"As the maintenance manager for a 150-MBPD refinery, I have to reduce cost and downtime by extending the intervals between planned outages—but without jeopardizing our critical assets or the processes they run. The Bently Nevada team gives me the actionable information I need to decide what maintenance is needed now, and what can safely wait until next time."

"I manage a 400-MW, gas-fired power plant. I use Bently Nevada remote-monitoring services to track thermodynamic performance of our gas turbines, and it gives me the insights needed to run them at maximum efficiency while lowering fuel costs, and optimizing the timing of compressor washes."

"My team and I would like to thank you for your excellent service at CBDC the last three weeks. The whole team was happy to see you leading the activity plan and preparing the permits in advance and avoiding delay. We were able to complete all MCMS system shutdown activities with minimum time and show excellent progress. We are very pleased with your effort and service performance."

Project Engineer Samsung Engineering

"We would like to express our appreciation for the time you spent troubleshooting our BOG, propane compressor, steam turbine, and other package equipment during your supervising stage. We know you had a lot to do. We could never have achieved our Milestone Schedule without your help. We all see how much you are doing to ensure the success of this project. We deeply appreciate that you have supported this project with dedication."

Project Manager Hyundai Engineering & Construction

"[Bently Nevada's service team] assisted the offshore maintenance team with troubleshooting of high vibration issues on a turbine driven compressor set which was tripping the unit. The Bently Nevada [Field Service Engineer] quickly identified the issue to be imbalance and under his direction the unit was successfully trim balanced with the first trial only on site. This allowed us to return to full production with minimal losses. The Bently Nevada FSE's role in troubleshooting the issue and his willingness to work as part of the maintenance team is greatly appreciated by the offshore team."

Rotation Equipment Supervisor & Offshore Team Lead

What our customers say



A comprehensive approach with quantifiable advantages



Implementation services

Get it right the first time

- One source to design, plan, manage, and execute the installation
- Avoid costly delays and rework
- Avoid startup trips due to improper installation and configuration
- Ensure your assets are protected and monitored when you're ready to startup

Up to \$1M/day

Avoided cost from lost production, secondary process, and equipment damage

100%

One-year warranty on all service work



Proactive support

Keep your system healthy and optimized

- Access the expert support you need when you need it most
- Prevent instrumentation-related false trips
- Prevent and minimize potential data loss
- Keep up to date and compliant with the best technologies available

80%

Industry-wide machinery alarms and events are due to instrumentation

>90%

Typical reduction in non-actionable alarms and events



Asset health and consulting

Actionable insights you can trust

- Plug into our global network of machinery experts with remote monitoring
- Professional OEM agnostic machinery diagnostics when and where you need it
- Understand your asset health to optimize outage and maintenance planning
- Custom analytic development and tuning to pinpoint specific conditions

100% ROI

Industry-wide machinery alarms and events are due to instrumentation

5 to 10X

One-year warranty on all service work



Cybersecurity

Stay ahead of evolving cyber threats

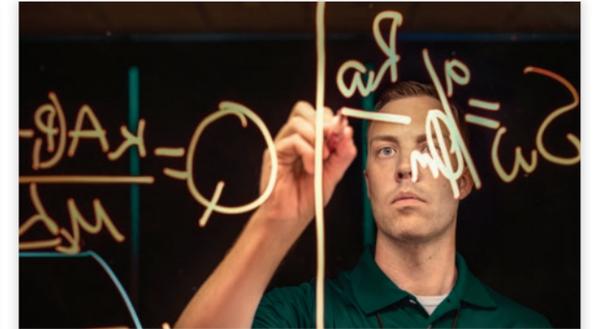
- Ensure your system is up to date and protected as threats continually evolve
- Identify and mitigate cybersecurity risks to your operation
- Keep your system secure and accessible with advanced security technologies and architectures leveraging data diodes and database replication

243 days

Average time before detection that a system is compromised¹

29%

Typical attack-surface reduction through patch management



Training and education

Critical skills that amplify your machinery management capabilities

- Enable your personnel to operate and maintain your monitoring and protection system
- Maximize the value of your system by integrating expert knowledge into your operating procedures

400+

Customer courses delivered each year in 10 languages and over 45 global locations

1. https://www.us-cert.gov/sites/default/files/documents/Seven%20Steps%20to%20Effectively%20Defend%20Industrial%20Control%20Systems_S508C.pdf

Covering all phases of your operation

In addition to comprehensive condition monitoring expertise, our asset-health and machinery diagnostic services can help you define and develop custom analytics to pinpoint the machine conditions that are most critical to your specific processes—and your bottom line.



Get up and running
 Managing the startup of a new plant, process, or machine has many complex demands. We'll make sure your protection and monitoring systems are properly designed, installed, and delivering the insights you need to support successful commissioning and startup.

Stay healthy and optimized
 For the safe and optimized operation of your machines and processes, your protection and condition monitoring systems must run continuously and accurately. We ensure that your system is healthy, optimized, secure, and up to date with continually evolving compliance, cybersecurity, and condition monitoring technologies and standards.

Maximize outcomes
 Whether it be continuous asset-health monitoring to support maintenance and outage planning, or time-critical support for trip events, we ensure you get the most accurate, timely, and actionable insights—so you can make the best operational decisions.

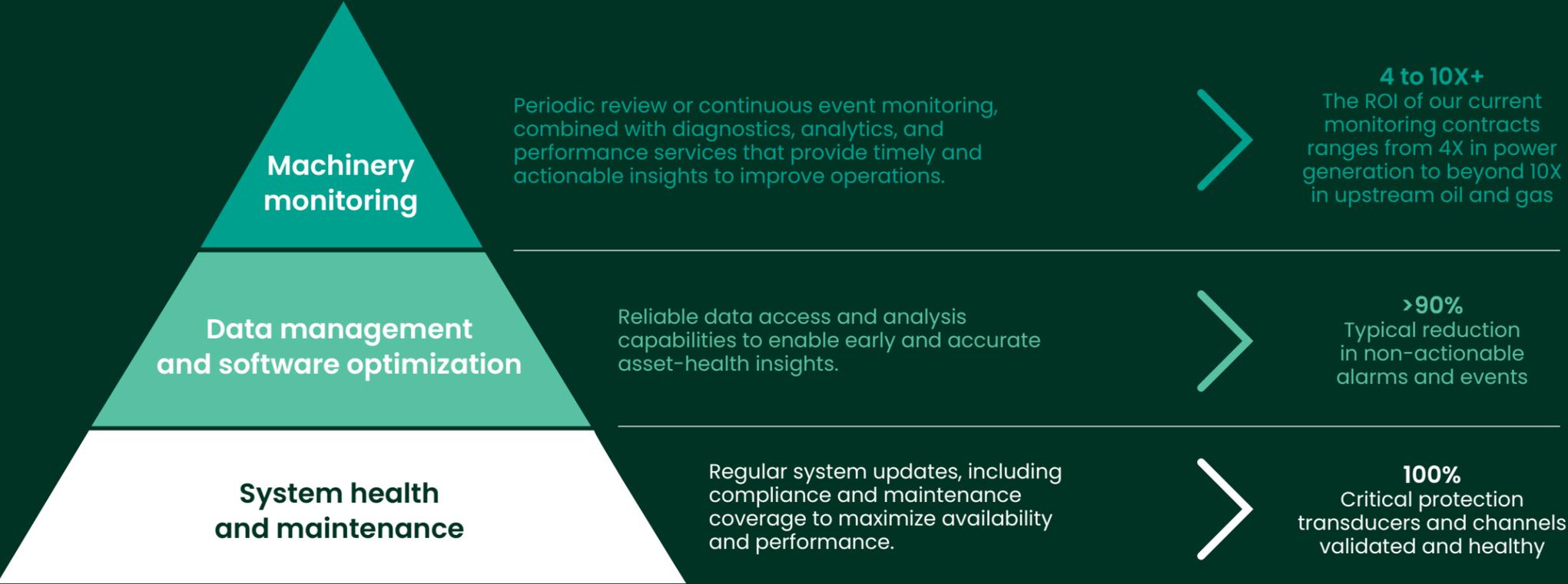
Delivering exactly what you need when you need it most

Even when you do everything correctly, there can be unexpected machine issues that affect your operations. That's why our support teams are ready to deploy quickly no matter where you're located. Our service experts have seen it all, so they can get your operation running efficiently again, and minimize impact to your profitability.

We've also developed a suite of service packages ranging from fully managed and professionally operated systems, to customized support focused on the operating, maintenance, and condition monitoring needs unique to your site. We'll work with you to harness the full potential of your systems.

Support Service Agreements that maximize customer value

Asset-care programs customized to your needs



Bently Nevada Supporting Service Agreement (SSA) scope and value

From immediate critical-event support to planned outage support and long-term service contracts with performance guarantees, we have the knowledge and experience to create a solution that works best for you and your business.

