

Remote Diagnostic Services

Increased availability with real-time assistance

Nexus Controls, a Baker Hughes business, Remote Diagnostic Services provides immediate response to customers who need quick technical support with issues related to power generation systems. Remote diagnostics processes are designed to increase equipment availability, reduce downtime, and avoid unnecessary operational and maintenance costs. Nexus Controls highly skilled engineers utilize proprietary software tools and a state-of-the-art remote services hardware platform to resolve customer issues for power generation equipment. This puts Nexus Controls specialists “virtually” on your site, 24/7.

Applicability

- Mark* V, VI Ve/Vle and HMIs
- Nexus OnCore
- EX2000, EX2100, and EX2100e
- LCI starting systems

Features

- Fast, 24/7 access to diagnostic experts
- Customer-focused support platform
- Secure remote connectivity
- Flexible support service contracts
- Event-based and periodic progress reporting
- Proactive system checks ensuring readiness-to-serve
- Collaborative processes supporting site operations

Benefits

- Reduced “call-out” costs - minimizing the need for on-site field engineering
- Access to control system and application expertise
- Immediate response to technical needs, typically less than 10 minutes
- Measurable reduction in equipment downtime, typically less than 2 hours to identify the source of the problem

Support from remote service engineers

Highly trained and experienced Remote Service Engineers are available 24/7 to provide you with assistance in restoring your equipment to normal operation. Our engineers receive extensive training in control system applications and possess vast experience in installation, maintenance, and abnormal event recovery. Remote Services Gateway (RSG) technology provides the remote services team with immediate live data and site-specific information. Data transmissions are protected by stringent networking standards. All customer-specific data is treated as confidential. The RSG provides our remote service engineers with access to the live software tools as well as historical and live data. The remote engineer has access to a vast library of knowledge articles and fleet historical data.

Security

We leverage state of the art technologies to provide an intrinsically secure, remote connection from your site(s) to our data center.

Security features Include:

- Privileged identity management and access controls including two factor authentication
- Improved traceability of access and ease of audit
- Stateful packet inspection firewalls that only allow approved and valid traffic
- Cybersecure VPN data tunnel for data confidentiality
- 24/7 Security Operations Center (SOC) monitoring the security of the remote connection along with all other Baker Hughes networks
- Optional airgap switch to physically disconnect the network for full manual control over the connection

We can also work with existing remote data connection technologies you may already have in place at your site(s) as desired.