

### Increased Availability with Real-Time Assistance from GE Energy's Drives and Controls Specialists

GE Energy's OnSite Support<sup>SM</sup> service provides immediate response to customers who need quick decision support with technical issues related to industrial drive systems and controls. Remote control system diagnostics processes are designed to increase equipment availability, reduce downtime and avoid unnecessary operational and maintenance costs. GE Energy's highly skilled engineers utilize proprietary software tools and a state-of-the-art remote services hardware platform to resolve on-site issues for industrial drives & controls equipment in a wide variety of industrial applications.

### Decision Support from GE's Remote Services Engineers

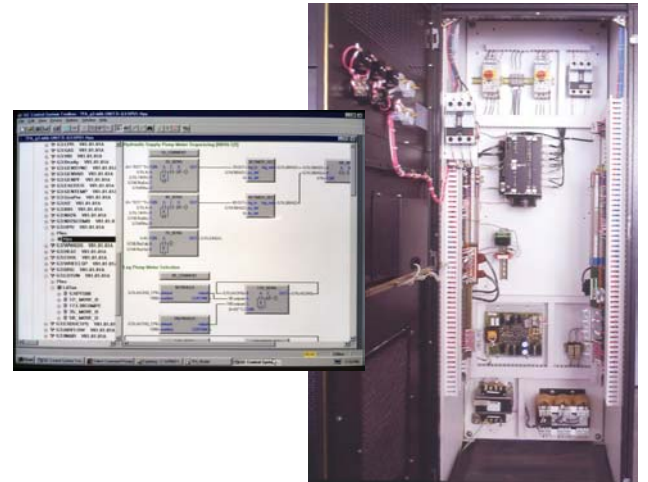
Highly trained and experienced remote service engineers are available 24/7. Our specialists receive extensive training in drive & control system applications, and possess vast experience in installation, maintenance and abnormal event recovery. Advanced data transmission technology provides the remote services team with immediate site-specific information and rapid data exchange rates. Data transmissions are protected by stringent networking standards. All customer specific data is treated as confidential. The remote services platform provides our remote service engineers with access to the same software tools and information available to a traditional site field engineer. This puts GE Energy's controls specialists virtually on site, 24/7.

### Features

- Customer service oriented support platform
- Secure remote connectivity to excitation equipment
- Flexible support service contracts
- Event-based & periodic progress reporting
- Infrastructure checks ensuring readiness-to-serve
- 24/7 access to GE Energy's drives & controls experts
- Collaborative platform supporting site operations

### Benefits

- Improved response to technical needs
- Measurable reduction in equipment downtime
- Scalable services to support additional equipment



### Applicability

OnSite Support<sup>SM</sup> Power Drives & Control System Diagnostics services are available for a wide variety of AC & DC drive systems, PLCs and power delivery equipment in many industrial applications.



For more information, contact your GE Energy sales representative at 800-821-2222 or visit [gepower.com](http://gepower.com).