

GE  
Oil & Gas



# Flexible relationships

Contractual Service Agreements tailored to increase  
your plant availability and reliability



## Count on us for greater availability and reliability

If your focus is 100% on your production and operations, your equipment's service is most likely not part of it. This is why we offer Contractual Service Agreements which enable you to concentrate on what is really crucial to your company's success in a safe and reliable way.

Our extensive worldwide team will provide all planned maintenance, emergency support and added value services, wherever your plant is and whenever you need them. Leveraging OEM know-how and using digital tools and software, as well as proven management methodologies, our on-site teams offer single-source accountability and a proven track record of optimizing asset performance and reducing operating costs.

We want you to have complete confidence in the return of your assets. Whether our team provides direct service or supports your efforts through tools and special programs, you can count on us to be there for all your service needs.

### Partnering from the beginning

Our team is available from the start to help you understand how to get more from your equipment in a cost-effective way. We will work with you to identify the benefits and increased revenues that we can generate with our Contractual Service offering. Beginning with the proposal definition, our engineers listen carefully to understand your needs and determine the best solution for your requirements.

### You determine the level of service

You can depend on GE's Oil & Gas business to help you get the most from your assets with coverage that protects and enhances equipment performance. Depending on your needs and plant configuration you can choose from a wide range of contract offerings. You decide what level of service you want and we'll make it happen. From time-and-material plans, to licensing of technology tools, to management assistance, right up to complete on-site support, we will put together a program that protects both your equipment and your budget. We want to give you the flexibility to mix and match your service coverage in the way that best balances your needs.

## Choose your service

All our services are geared to achieve optimized and consistent performance. We have three basic CSA categories – select the one that's right for you.

### *Do you want maintenance cost predictability while preserving the Availability and Reliability of your equipment?*

#### Care: planned maintenance programs

You can obtain the highest value from planned maintenance with our Care service offering. Care includes a set of tools and resources to make the management of your assets more efficient, and help them perform better in terms of output.

### *Do you want to increase the Availability and Reliability of your equipment?*

#### Pro-tech: monitoring and downtime avoidance

You can obtain the highest throughput and reliability from your equipment through the advanced technology services of Pro-tech. Pro-tech includes diagnostic services and technologies to prevent failures and forecast maintenance activity requirements.

### *Do you want your equipment to to achieve the highest performance levels available on the market?*

#### Excel: maintenance and technology upgrades

Periodic technology injections with Excel will keep your equipment operating at state-of-the-art performance levels. By thoroughly understanding your operating conditions and the condition of your equipment we can supply the most suitable updates to improve performance.

## Care

Our equipment maintenance programs give you complete confidence that your machines are being taken care of by fully qualified and specialized engineers with extensive experience in your oil and gas applications. We provide full inspection and maintenance services for all your equipment to ensure the negotiated performance levels are sustained for the duration of the agreement.

#### Benefits:

- Comprehensive OEM knowledge and support
- Optimized total maintenance costs
- Full safety and environmental compliance
- Guaranteed equipment availability and reliability
- Downtime minimization

## Pro-tech

This CSA minimizes downtime by proactively identifying and avoiding machine underperformance issues. Pro-tech draws on all our advanced monitoring and diagnostics technologies – through on-site installations as well as the extensive resources and personnel at our iCenter in Florence. Real-time performance data is gathered from your various plant machinery and transmitted directly to the iCenter where an expert team of engineers and analysts operates around the clock to track how well your equipment is working. As variables near specified thresholds, we calculate the potential impact across your entire plant – and work with you right away to make the necessary modifications. The net result isn't just problem avoidance, but improved overall performance.

#### Benefits:

- Higher uptime
- Higher guaranteed availability and reliability
- Longer equipment lifecycle
- Unplanned event management

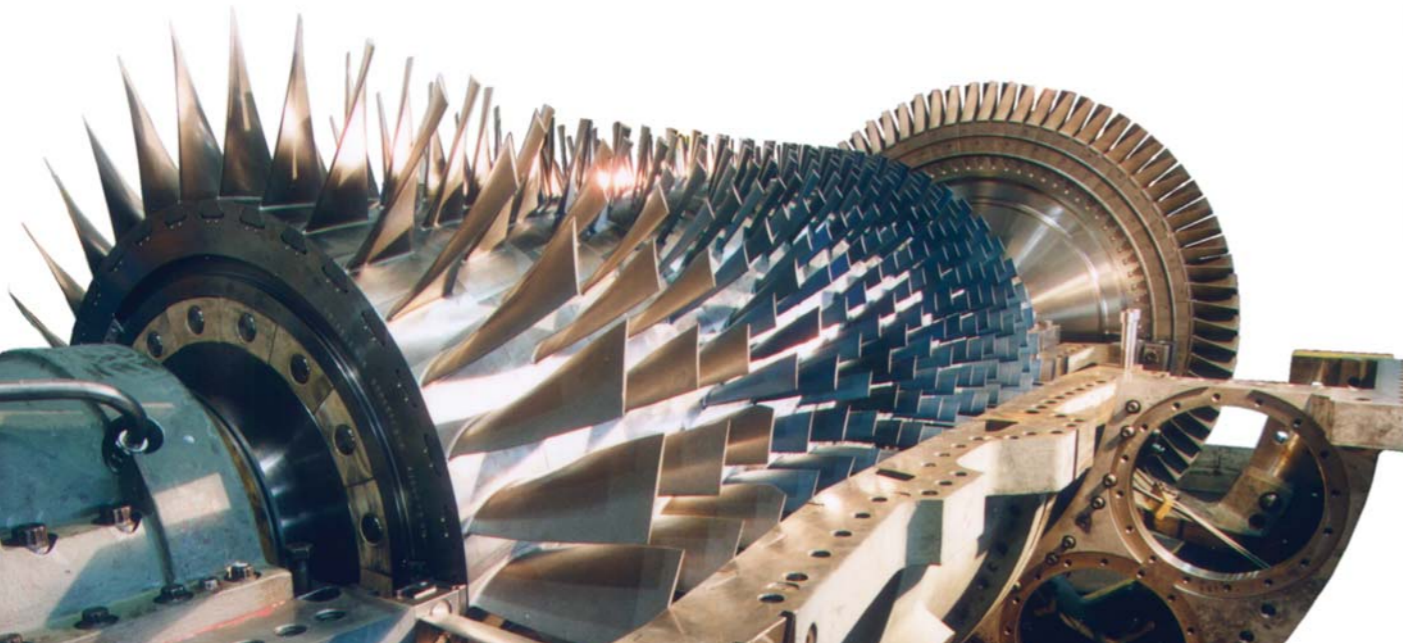
## Excel

This program takes contractual service to a whole new level. It combines our complete maintenance services with periodic equipment updates – so that your plant is always on the leading edge of technology. GE's engineers are continuously pushing design boundaries and we have a long and successful history of evolutionary engineering for revolutionary production levels. This approach minimizes our customers' risk by building on our industry-proven technologies – making incremental design changes to achieve substantial performance and efficiency gains in the field.

GE provides a broad range of Conversions, Modifications and Upgrades (CM&Us) for all of our product lines including gas and steam turbines, centrifugal and reciprocating compressors, as well as all other equipment installed in oil and gas applications. With a comprehensive understanding of your plant's operations and equipment, we can execute CM&Us to improve the performance, safety and environmental impact of your machinery.

#### Benefits:

- Highest performance levels available in the market
- Longer equipment life cycle
- Tailored investment planning
- Optimized plant configuration
- Guaranteed regulatory compliance



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GE imagination at work