

# Global Services

Nexus Controls, a Baker Hughes business, provides lifecycle management and servicing for the health of your plant, turbine, generator, and static starter control systems. Subscribers partner with our expertise for maintenance and technical care of their critical assets.

Subscriptions can be configured to the level of service needed and can enhance our standard edge-to-edge warranty period.

Every service contract is assigned a dedicated relationship manager.

Available in one, three, five, and ten-year agreements and applicable to both new and existing controls. All packaged subscriptions include parts availability, 24/7 phone support, software update report (TILs), and an annual maintenance health check by a qualified field engineer. These packages are completely flexible and can be combined with any of our ala carte service offerings.

Minimize unplanned downtime to 2 hours

– Remote Diagnostics Metric

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## Adopt

Get up to speed with support designed to supplement your warranty period.

- ✓ Annual optimization check for a control system
- ✓ Annual health advisor report (TILs)
- ✓ 5 day training for ops. or maint. personnel

### Optional:

- ✓ HMI cyber asset protection subscription
- ✓ 24/7 Remote diagnostics team connection, immediate engineering support

### Additional benefits:

- ✓ 5% off list field services rates
- ✓ 5% off list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 5% off list TILs and software upgrades
- ✓ 5% off list training course rates

## Maintain

Priority FE mobilization and part shipment enhanced beyond standard Nexus Controls lead-times.

- ✓ Priority FE mobilize response (Dedicated FE call out resource team)
- ✓ Priority parts ship response (PartSmart, vendor managed inventory program)
- ✓ 24/7 dedicated phone support

- ✓ Annual health check for a control system
- ✓ Annual health advisor report (TILs)

### Additional benefits:

- ✓ 10% off list field services rates
- ✓ 10% of list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 10% off list TILs and software upgrades

## Improve

Maintain package + moves beyond event-based support to preventative maintenance.

- ✓ Maintain package plus
  - + HMI cyber asset protection subscription
  - + 24-7 Remote diagnostics team connection, immediate engineering support
  - + Customer Baker Hughes facility training for ops. or maint. personnel

### Additional benefits:

- ✓ 15% off list field services rates
- ✓ 15% of list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 15% off list TILs and software upgrades
- ✓ 15% off list RDS tickets
- ✓ 15% off list training course rates

## Comprehensive

Maintain + improve packages + full-service & turnkey future upgrade.

Simplified billing structure over multi year period, and benefit from a true partnership with Nexus Controls in the maintenance and servicing of the control system.

- ✓ Maintain package
- ✓ Improve package
  - + Network level cyber protection, SecurityST product
  - + Dedicated site project upgrade manager
  - + Turnkey future upgrade based on package

### Additional benefits:

- ✓ 20% off list field services rates
- ✓ 20% off list Mark VIe, EX2100e, LS2100e parts, and Nexus OnCore parts
- ✓ 20% off list TILs and software upgrades
- ✓ 20% off list RDS tickets
- ✓ 20% off list training course rates

## Nexus Controls full services suite

Category	Service offering	Description
Implementation services	<b>Design, installation, and commissioning</b>	<ul style="list-style-type: none"> <li>Turnkey project delivery</li> <li>Third-party system integration</li> <li>Installation and commissioning</li> <li>Solution design for plant assets (GT, ST, BOP, etc)</li> <li>Upgrades with edge to edge warranty</li> <li>HMI Upgrades</li> <li>Upgrade modkits</li> </ul>
	<b>Project management</b>	<ul style="list-style-type: none"> <li>Dedicated site project manager</li> <li>Electrical labor supervision</li> <li>Site personnel qualification</li> <li>Schedule management</li> <li>Documentation package</li> </ul>
Lifecycle services	<b>Technical support</b>	<ul style="list-style-type: none"> <li>24/7 priority technical phone support</li> <li>Controls connect self-help web portal</li> <li>Annual control system health assessment (TILs)</li> </ul>
	<b>Remote diagnostics</b>	<ul style="list-style-type: none"> <li>Live and secure remote connectivity</li> <li>Immediate access to experts</li> <li>Proactive system health and alarm checks</li> </ul>
	<b>Field service</b>	<ul style="list-style-type: none"> <li>On-site troubleshooting</li> <li>Emergency break-fix support</li> <li>Maintenance TILs and service call outs</li> <li>HMI screen optimization/customization</li> <li>Calibration support services</li> <li>Control system and alarm optimization</li> <li>Resident field engineer</li> </ul>
	<b>Parts and repair</b>	<ul style="list-style-type: none"> <li>Purchase new or refurbished parts</li> <li>Exchange parts</li> <li>Test and certify existing inventory</li> <li>Spares assessment and recommendations</li> <li>Managed inventory with guaranteed ship times</li> </ul>
Cybersecurity services	<b>Cybersecurity</b>	<ul style="list-style-type: none"> <li>Cyber patch updates (CAP) monthly</li> <li>Validated operating system &amp; application patches</li> <li>Validated antivirus/intrusion detection signatures</li> <li>Enhanced backup &amp; recovery capability</li> <li>Monthly patch reporting</li> <li>On-site cyber patching with qualified FE</li> <li>Cybersecurity assessments</li> </ul>
Training and consulting	<b>Training</b>	<ul style="list-style-type: none"> <li>Customer site training</li> <li>Customer software simulation</li> <li>Nexus Controls facility classroom training</li> <li>Skills development - fundamentals to advanced topics</li> </ul>
	<b>Consulting</b>	<ul style="list-style-type: none"> <li>Dedicated relationship manager</li> <li>Spares review and assessment</li> <li>Health review and assessment</li> <li>Operational productivity assessment</li> <li>Cybersecurity assessment</li> </ul>

[www.industrial.ai/control-solutions/control-solutions-services](http://www.industrial.ai/control-solutions/control-solutions-services)

**Baker Hughes** 