

# Orbit Magazine

---

## Case Study: Supporting Services

Date : December 29, 2014

### Supporting Services

#### AN EXAMPLE OF HOW GE HELPS CUSTOMERS IN THE CHEMICAL INDUSTRY

##### Unexpected Server Crash Leads to Quick GE Response at Acrylic Acid Plant.

After a server crashed without warning at an acrylic acid plant in the Middle East, GE's Bently Nevada onsite support team took quick action to restore condition monitoring across the plant in in a single day.

#### PROBLEM

The plant reliability team at an acrylic acid manufacturing facility in the Middle East relies on GE's System 1\* condition monitoring software to monitor the health of all the plant's critical machinery assets. An unexpected server crash halted all communication between critical plant assets and GE's System 1 condition monitoring enterprise software, leaving more than half of the plant's assets completely unmonitored. Following several failed attempts to recover the server, the onsite reliability team and plant maintenance superintendent decided to immediately request GE's Bently Nevada supporting services.

#### SOLUTION

GE's Bently Nevada Services team thoroughly reviewed the System 1 installation and network topology. They quickly found that a discrepancy between back-up programs for two logic drives had disrupted the synchronized operation between System 1 operating in one server, and another software system operating on a second server. Following GE best practices, the team was able to uninstall both System 1 and other software programs from a combination of both servers and then re-install the programs in a specific troubleshooting sequence. Both servers were reactivated and all normal communication parameters were likewise re-established.

After only a few minutes of troubleshooting, both servers were receiving normal communications from System 1 software, and condition monitoring was restored across the plant.

#### PAYBACK

GE's Bently Nevada Services team restored condition monitoring to all impacted plant assets in a single day. With an estimated production value of \$1.5 million daily, any unplanned downtime

# Orbit Magazine

---

in the plant would have been extremely costly. By using a series of best practices, the team enabled the customer to continue proactive asset health monitoring and implement a condition-based maintenance strategy.

## **BENEFITS**

- **Condition-based maintenance.** Restoring GE's System 1 software allowed the plant reliability team to monitor the health of their assets and plan for any downtime.
- **Avoided costly downtime.** The plant's daily production was estimated at \$1.5 million. Any unplanned downtime could cost upwards of that amount.
- **Best practices.** GE best practices helped the team resolve the customer issue quickly and effectively.

Copyright 2014 Baker Hughes, a GE company, LLC ("BHGE") All rights reserved.

Bently Nevada, Orbit Logo, ADRE, Keyphasor, Promimitor, Velomitor and System 1 are registered trademarks of BHGE in the United States and other countries. All product and company names are trademarks of their respective holders. Use of the trademarks does not imply any affiliation with or endorsement by the respective holders.

The information contained in this document is subject to change without prior notice.

1631 Bently Parkway South, Minden, Nevada USA 89423

Phone: 1.775.782.3611 [Bently.com](http://Bently.com)

