Bently Nevada*
Technical Support Agreements

Optimize Your Condition Monitoring Program

Are you getting the most out of your Bently Nevada* Asset Condition Monitoring system?

Our TSA guarantees that customers have the adequate support and knowledge needed to improve asset reliability. This is accomplished through world-class customer support, both phone and web, that helps customers on issue resolution, upgrades and updates on cyber security. Additionally, our expert team can connect remotely with customers for troubleshooting or even data analytics.

Our TSA entitles you to valuable benefits, including software upgrades and priority phone/e-mail support, 24/7 support and access to our web-based TSA Portal for numerous self-help resources. With a Technical Support Agreement, you can be sure that your software is always up to date, and that you have access to the tools, applications and support to be successful. These systems provide crucial mechanical condition information that influences daily operating and maintenance decisions, so we understand the importance of delivering technical expertise and rapid product support services to help ensure that your systems work as intended and without interruption.

TSA Benefits

Operational Excellence

- Maintain the latest software versions to ensure your equipment is optimized and operating efficiently to maximize the total cost of ownership (TCO) for your assets
- Resolve issues quickly with phone support, online case management, and knowledge library access
- Keep customers' staff expertise levels constantly upgraded so they can effectively collect and analyze equipment data to keep operations running smoothly, optimize the maintenance program, and plan turnarounds and shutdowns effectively.

Cost Reduction

- Potentially sub-optimized operations if software isn't running optimally
- Expert support to enhance data quality and analytics to support further optimization
- Access to a wealth of knowledge from both training and software updates, including cyber security upgrades

Simplification

- Our new TSA structure has been greatly simplified so that only one TSA is required per customer (per location or enterprise).
- A single TSA now covers your Bently Nevada* Asset Condition Monitoring system.

Custom Support

To meet your specific needs, additional levels of support are available:

Gold

The Gold level support provides after hours and weekend phone and e-mail support as well as other valuable features.

Platinum

Our Platinum level support is designed to provide the fastest response and most comprehensive support to customers.

	Gold Support	Platinum Support
Support coverage	24/7	24/7
Targeted max response time (priority)	4 Hours	2 Hours
Online case management	✔	✔
Software upgrades	✔	✔
Online training	✔	✔
Technical support usage reports/audits	✔	✔
Knowledge Library access	✔	✔
Priority involvement in beta program		✔
Remote troubleshooting of software products		✔

✔ = Included

Comprehensive Coverage

The Technical Support Agreement is designed to cover your system comprehensively in three important ways:

Total System Coverage

Bently Nevada products are most often installed as integrated systems consisting of transducers, monitors, software, and perhaps even computer servers, pre-wired cabinets, and other components. TSA coverage applies to your entire system, not just individual components, using a single Agreement that encompasses all of your Bently Nevada solution.

Site-Wide Coverage

Some installations consist of a single site, such as a power plant. Others are distributed across multiple sites, such as a fleet of pipeline compressor stations. The structure of our TSAs allows you to utilize a single TSA to cover situation, minimizing the number of Agreements you must maintain, and greatly simplifying your administrative tasks.

> **Note:** For a multi-site TSA, please contact us for a proposal at bentlynevada.tsa@ge.com.

Life Cycle Support

Our technical support plans are designed to provide basic and advanced levels of support for the life of the product, from initial installation all the way through the end of its useful life. This ensures that for as long as you continue to use our products, support will be available.

> **Note:** Even after a product enters the latter stages of our 5-phase obsolescence plan, basic technical support is always available. However, availability of obsolete software, spare parts, and repair may be limited.

Regional Technical Support Centers

Technical support is delivered by a global team of factory-trained experts at eight strategic locations worldwide, helping to ensure that you can contact a knowledgeable professional in your own time zone, on your own continent, and in your own language.

These locations are not just call centers, but fully equipped Regional Technical Support Centers, staffed by technicians with substantial hands-on field and product experience. Each one of these Regional Technical Support Centers is linked via the same system, ensuring that pockets of expertise are not isolated and that no matter which technicians assist you, they will have access to all the details of your case and support history.

In addition, remote connectivity capabilities are available at these Support Centers to assist customers whose systems can be accessed remotely, expediting the diagnosis and correction of problems.

This network of Regional Technical Support Centers is designed to offer true 24/7 phone and e-mail support, no matter where you are located.

- **Phone**
  A "smart" phone system helps ensure that a person—not a machine—answers your call. It provides advanced options that allow you to choose whether to receive service in your primary language, or in an alternate language if you speak multiple languages and do not need to wait for phone support in your primary language. To help minimize phone charges, regional phone numbers for more than 40 countries are available to TSA holders rather than a single toll number in the United States.
  Note: Local language support is available during normal business hours only. 24/7 after-hours support provided in English only.

- **E-mail**
  E-mail requests for support are submitted via bntechsupport@ge.com and rapidly routed to the appropriate technician for response.

- **Web**
  Our Technical Support Portal at www.bntechsupport.com offers advanced case management and self-help tools that let you request service, and then monitor the progress all the way from inquiry to resolution.

Technical Support Portal

Web-based systems should supplement—not replace—person-to-person contact. While our TSA Portal provides a host of online resources ranging from local phone numbers for technical support to self-help tools, it is meant to augment rather than depersonalize our service delivery. Customers always have multiple options, ranging from online resources to e-mail to conventional phone support.

Our Technical Support Portal uses GE's Single Sign On (SSO) technology to authenticate you as a registered TSA customer and delivers a tailored website that reflects not only your TSA level (Gold or Platinum), but also the applicable resources available to you based on your installed solution. The portal provides powerful capabilities such as:

- Opening a new case to request support

- Checking the status of your case in real time

- Archiving and viewing solved cases

- Using an innovative self-help "Answer Card" feature that allows you to search a repository of issues that have been encountered by other TSA customers and resolved by our technicians

- Entering your contact information to have answers sent via e-mail directly to your inbox or mobile device

- Requesting copies of reports for on-site services that were rendered at your facility

- Downloading self-paced, computer-based training modules for your purchased products

TSA Features

Access your technical support portal to get the most out of your TSA.

- **Online Case Management**
  The quickest answers are at your fingertips. You can now enter technical questions, check the real-time status of your open cases, and view your case history online. To enter a technical question, log on to our TSA Portal and click "Open a Support Request." Prior to entering a new case, you can also search for answers using our Answer Cards database. To quickly find answers to issues already solved by our support experts, simply log on to the TSA Portal and type your request into the "Search Answer Cards" box.

- **New Product Notification**
  Advance notification of upcoming new products is available at our TSA Portal. For the latest information on new products, technology, and services simply log on and click on the "Product Information" link.

- **Support Coverage**
  Local language support is available during regular business hours for all customers. 24/7 after-hours support is available in English only and is available to Gold- and Platinum-level TSA customers.

- **Targeted Max Response Time**
  Calls, e-mails, and online cases opened via our TSA Portal are handled on a priority basis according to the customer's TSA level with a targeted maximum response time as follows:
  — **Gold:** Within 4 hours, 24/7
  — **Platinum:** Within 2 hours, 24/7

- **Software Updates**
  Supported version updates of purchased software products are available as part of both the Gold- and Platinum-level TSA customers. Due to the file size of the System 1 software, updates are only available in CD/DVD format.
  Note: On-site service work is not included. Customers can call technical support or enter a case online at our TSA Portal to request a quote for on-site service to install the update.

- **Online Training**
  Self-paced training for selected products/topics is available online at our TSA Portal. Log in and go to "Technical Training" in the Knowledge Management section of the web page for Computer-Based Training (CBT) modules available to you.
  Note: For information on classroom-style courses and schedules, visit https://www.gemeasurement.com/services/bently-nevada-technical-support to request on-site training from our standard curriculum or customized courses for your specific needs, please contact your local GE sales professional specializing in Bently Nevada Asset Condition Monitoring products and services.

- **Technical Support Usage Reports/Audits**
  Upon request (and also with a TSA's 60-day expiration notice), customers will receive a report detailing their call volume and case volume by product family.

- **Knowledge Library Access**
  Our TSA Portal provides online access to Answer Cards, publications, System 1* software help, MDS publications, new product information, and much more.

- **Priority Involvement in Beta Program**
  This program provides an opportunity to install, use, and/or test new Bently Nevada products and technologies before they are released to our general customer base.

- **Remote Troubleshooting**
  Remote troubleshooting of installed software products is available for Platinum-level TSA customers that meet both of the following criteria:
  1. GE's Bently Nevada team was used to install their software;
  2. Appropriate infrastructure is in place to permit high-speed remote access.

Tiered Escalation Structure

No matter what level of TSA you hold, technical support for your Bently Nevada* products is structured to put the appropriate level of expertise into action, as your needs require.

This is done via a tiered structure that ranges from web-based self-help tools all the way to the highly focused expertise of the engineering teams that originally designed and actively sustain your product.

- **Tier 0 – Online Support**
  Many questions and support issues can now be addressed via our TSA Portal. You always have the option of calling or e-mailing, but self-help tools are now available to augment our traditional support mediums.

- **Tier 1 – Local Support**
  Support requests will normally be routed to your nearest Regional Technical Support Center, one of eight such centers around the globe. Local expertise will work with you to answer your questions and provide the necessary support, in your own language and in your own time zone.

- **Tier 2 – Headquarters Support**
  While we strive to place the same level of expertise at each of our eight Regional Technical Support Centers, customers always have the option of contacting our support team at corporate headquarters in Minden, Nevada. Now, tools and capabilities previously available only to our headquarters have been replaced with a global system that is accessible everywhere and by everyone. This effectively extends our corporate headquarters knowledge and expertise from just a single location to all eight locations.

- **Tier 3 – Expert Support**
  TSA customers always have access to the combined knowledge and experience of our entire organization, including design engineers and software architects, field support personnel, and others. Our new support tools work company-wide to allow easier involvement in case resolution by those who may be outside the technical support department, ensuring we can deliver the right answers to your most challenging questions more quickly than ever.

TSA Welcome Kit

When purchasing new software products, or renewing at a Platinum or Gold level, a special Welcome Kit is provided with reference materials pertaining to your Bently Nevada Technical Support Agreement. Your kit contains:

- A TSA Certificate showing your covered products and dates of coverage.

- Handy wallet cards showing your support level; your TSA number; and region-specific particulars for contacting us via web, e-mail, and telephone.

- A User Guide with step-by-step instructions for registering with and using the Technical Support Portal.

Learn More

To learn more about our Technical Support Agreements covering Bently Nevada Asset Condition Monitoring products, contact your nearest GE sales professional specializing in Bently Nevada products and services. You can also go online to https://www.gemeasurement.com/services/bently-nevada-technical-support
 or email us at bntechsupport@ge.com.