

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

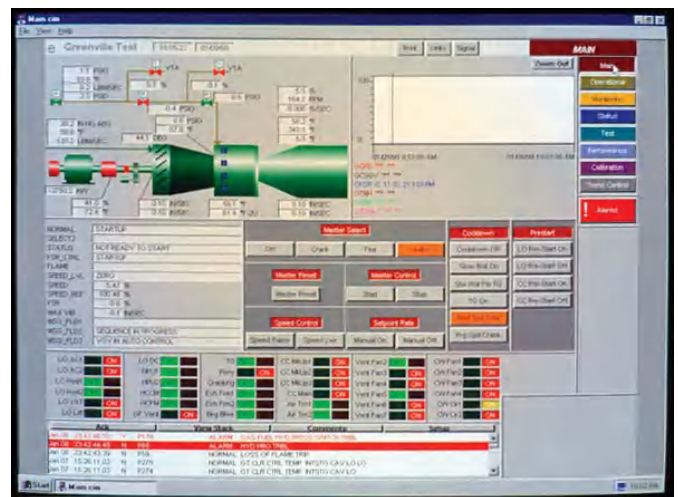
GE Energy's OnSite SupportSM service provides immediate response to customers who need quick decision support with technical issues related to Power Generation Control Systems. Remote control system diagnostics processes are designed to increase equipment availability, reduce downtime and avoid unnecessary 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 power generation equipment.

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 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 controls experts
- Collaborative platform supporting site operations



HMI screen for Mark VI, LCI, PLC, HMI Controls, and EX2000™/EX2100™ Excitation Systems

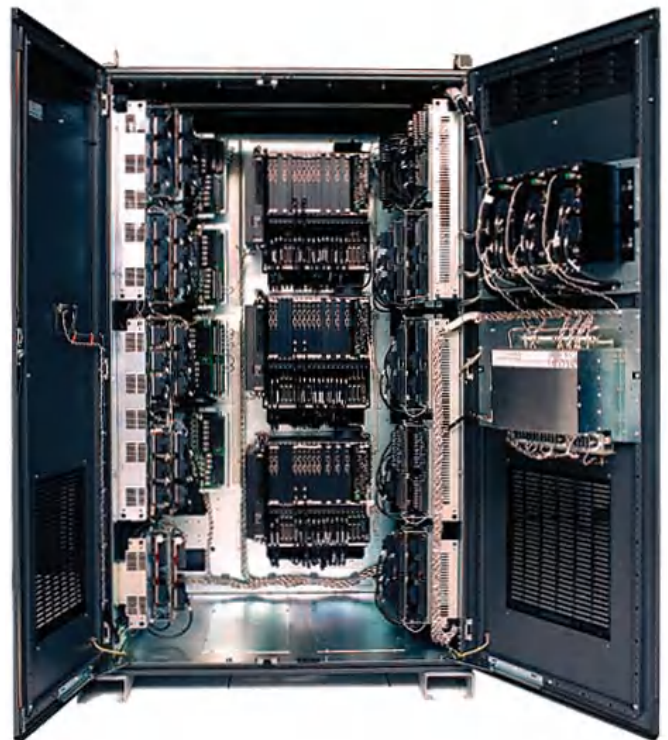


Benefits

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

Applicability

OnSite SupportSM Power Generation Controls Diagnostics services are available for GE Mark V w/HMI, Mark VI, LCI, PLC, HMI Controls, and EX2000TM/EX2100TM Excitation Systems.



To learn more about this offering, contact your GE Energy sales representative or visit gepower.com.

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