

GE Energy's Reliability Consulting and Implementation Services (RCIS) are designed for the growing ranks of industrial customers seeking to optimize their physical asset management practices. Through a strategic business relationship, GE and Management Resources Group (MRG), Inc. have joined forces to deliver these services globally.

This alliance draws on GE's extensive worldwide network of field engineering professionals by equipping them with MRG-developed methodologies, technologies, engineering tools, and training.



### GE + MRG = Increased Customer Value

The global need for reliability improvement has consistently outpaced available resources. This is particularly true for implementation assistance. While there are numerous companies providing reliability consulting services, very few take the additional step to assist customers in implementing the improvement opportunities uncovered during program assessment.

Another need facing industry is the ability to deploy reliability practices uniformly and consistently across multiple facilities. Many companies today operate in numerous countries on several continents. While they are sometimes able to achieve

"best practice" reliability results at isolated plants, rarely are they able to extend the success of their best plants to every plant in their enterprise. This ability to address enterprise-wide scenarios is an important need.

The GE and MRG reliability services alliance was born out of a mutual desire to address these challenges. GE Energy brings a critical component to these challenges: an abundance of global, highly skilled field engineering resources. By equipping these professionals with the proven methodologies and technologies developed by MRG, GE now has a worldwide team able to both assess reliability programs and implement improvements. In addition, these resources are available globally, allowing distributed enterprises to address all of their plants in parallel, rather than in an isolated "one at a time" fashion.

A vital component of most reliability programs is to match maintenance strategies to the individual needs of each asset, using an optimal mix of "run to failure," usage-based, and condition-based approaches. Because condition-based maintenance is usually a dominant part of most successful programs, GE's extensive experience in condition monitoring technologies and applications brings another valuable contribution to the alliance.

### Global Coverage Agreement

Depending on the geographic region and industry type, the alliance provides for either GE or MRG to take the lead role in reliability services offerings as follows:

GE	MRG
Outside North America: All industries	Outside North America: None
Inside North America: Power generation, oil & gas, and water/wastewater	Inside North America: All industries except power generation, oil & gas, and water/wastewater



## About MRG

Founded in 1988, MRG is based in Southbury, Connecticut, and provides proven methods, training, and technologies that help customers to establish successful reliability programs and improve existing reliability programs to meet their corporate equipment reliability goals. MRG has developed best practices for reliability programs in more than a dozen vertical industries, including pharmaceutical, chemical, oil & gas refining, power generation, metals fabrication, discrete manufacturing, food & beverage processing, and others. The company counts more than half of the Fortune 500 among its client list.

MRG has particular expertise in helping customers quantify the value of reliability for their organizations. Their Business Case for Reliability™ methodology was the first of its kind, and is today regarded as one of the most accurate, complete, and timely sources of empirical information for the following:

- Analysis of four quartile levels of performance per industry group
- Rating companies for comparable reliability performers within its industry
- Estimating the investment required to become a top quartile performer
- Calculating the rate of return (breakeven point) and ROI for reliability programs

MRG's reliability improvement philosophy emphasizes the tremendous importance of having access to accurate, complete, and timely data. As such, a significant part of MRG's methodology involves helping customers create and organize the documentation so essential to a successful program, including plant equipment catalogs, bills of material, maintenance procedures, store data such as spare parts and materials, and inventory supply chain catalogs.

## Enterprise Reliability Suite™ Software

Through MRG's extensive experience over the last two decades performing the reliability calculations, asset categorizations, and data organization inherent in any reliability project, they developed a set of internal "project execution" tools to accomplish these tasks. Impressed with the capabilities of these tools, customers began to express interest in using them as part of their day-to-day reliability activities. As a result, MRG packaged these tools into a suite of software, adding a number of important customer features that simplify the ongoing management and optimization of a reliability program.

A stand-alone package, ERS software is designed to work with any Computerized Maintenance Management System (CMMS) or Enterprise Asset Management (EAM) software. An important benefit of the GE/MRG alliance is our ability to offer this software to our customers, along with the necessary training and system integration to get the most from this suite of powerful tools.

## Learn More

We are very proud of the value that our alliance with MRG creates for customers. As a result, the scope of our RCIS offering is better able to address the complete range of reliability activities performed by our customers. And, because our customers are global, this alliance better equips GE to deliver these services on a truly global basis. We invite you to learn more about RCIS along with relevant training courses that help your organization better understand the benefits of reliability. The phone number and web address listed below have been established specifically for reliability service inquiries and to access the most up-to-date literature and information.

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Any reference to the "GE and MRG reliability services alliance" is a reference to the business arrangement established between Bently Nevada LLC, a GE subsidiary, and Management Resources Group, Inc. pursuant to the terms of the Strategic Business Relationship Agreement entered into between the parties. This alliance does not signify a joint venture, partnership, or any separate legal entity.