

Service Description

GE Energy's Global Operations Center is a state-of-the-art facility which provides continuous monitoring and diagnostics services from its location in Atlanta, Georgia. The Center primarily monitors and evaluates the operation of turbine generators in simple and combined cycle power plants. Specialists at the Center continuously gather data on specific metrics, perform machine oversight, detect trends and approaching issues, and look for other ways to benefit GE customers. The information gathered is critical to GE's constant development of advanced turbine technology.



24 x 7 Monitoring

An On Site Monitor connected to each turbine generator's control system links the customer and the Operations Center, constantly tracking specific operating parameters and relaying the information to specialists at the Center. The On Site Monitor uses automated algorithms to detect abnormal conditions in vibration and temperature profiles. If an abnormality occurs, the specialists are automatically notified and provided with information regarding the event.

Once event information is analyzed, a recommendation can be provided to the customer about how to remedy it. If further support is necessary, the event is escalated for design engineering analysis on a 24-hour basis by the Power Answer Center. Additionally, specialists are in frequent contact with the customer control room and the supporting GE service community.

Service Features

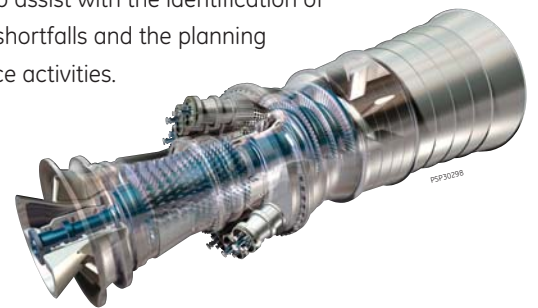
Reducing Time To Respond – Goals have been set regarding the time it takes to become aware of an event. Different event types have several timeliness goals and the measurements are tracked.

Data Quality – Data is measured by four metrics—coverage, availability, validity and completeness—to determine whether it is appropriate for use in subsequent calculations.

Automated Algorithms Monitoring – The On Site Monitor automatically processes data collected through algorithms. Specialists at the Center monitor the data looking for abnormalities. If an abnormality occurs, specialists decide if the situation needs to be watched closely, or if action is necessary.

Collaborative Trouble Shooting – Specialists at the Center work in collaboration with the customer, looking at operation, combustion, vibration and performance issues to assure the turbine generators are operating to full function.

Periodic Reporting – Monthly operational assessment reports provide a record of key operating parameters and significant operational events, trends and anomalies. This data is summarized to assist with the identification of performance shortfalls and the planning of maintenance activities.



For more information contact your GE Energy sales representative at 800.821.2222/+816.356.8400 (Int'l), or visit us on the web at gepower.com/airquality.

