Remote Monitoring and Diagnostics

Bently Nevada support during restricted work or travel

Bently Nevada
a Baker Hughes business

Why is this relevant now?

- Restricted access and movement of people to customer facilities.

- Production plants and assets are still running and continue to be essential to meet the ongoing demand of our communities despite restricted work and travel

- Asset anomalies and malfunctions need to be analyzed and correlated with the same urgency as before in order to maintain machinery and plant availability.

- Bently Nevada RM&D services can provide you the Expertise and Fast support needed to run your operations efficiently and with minimal downtime.

- Bently Nevada accommodates a range of cost friendly secure options for enabling remote support at this critical time.

What is Bently Nevada's Remote Monitoring and Diagnostics?

Bently Nevada's Remote Monitoring and Diagnostic (RM&D) experts are available regionally and globally to monitor and analyze machine vibration, temperature, process parameters, servers, transducers, monitors, and associated instrumentation and data communication.

Our RM&D experts stand ready to monitor and assess the health of both your machinery and system & instrumentation assets. Exception reports are issued for abnormalities or concerns, with detailed observations and recommendations. The RM&D experts then collaborate with you to drive resolution of the issues in a timely manner.

A comprehensive range of remote services are provided, including:

- Alarm and event management with online portal case management

- Remote support for corrective actions (e.g., on-site balancing)

- Machinery health audits (scheduled or reactive/call-off basis)

- System optimization and troubleshooting

- Server health audits

- Baseline and exception reporting

- Periodic customer review calls and on-call support

Options for Remote Services Support

Option	BN expertise delivered	Customer support	Price/effort*
Remote System 1 Hosting	• Set up System 1 customer specific enterprise in BN premises/ cloud • Provide remote file transfer or remote connectivity set up instructions and support configurations • Machinery Diagnostics Services • Remote support for corrective actions like in-situ balancing	• Provide remote file transfer or remote connectivity and access permissions for data hosting • Provide related modem, firewalls, secure VPN connectivity	$$$$/High
Remote System 1 Monitoring	• Machinery Diagnostics Services • Remote support for corrective actions like in-situ balancing	• Provide connectivity instructions and access permissions for BN engineers • Provide related modem, firewalls, secure VPN connectivity • Accept or host telecom or screen-sharing sessions if applicable.	$$$/Medium
Remote ADRE or SCOUT Connection	• Provide remote connectivity set up instructions and support configurations • Machinery Diagnostics Services • Remote support for corrective actions like in-situ balancing	• Provide related modem, firewalls, secure VPN connectivity	$$/Low-Med
Data Archive Review	• Machinery Diagnostics Services • Remote support for corrective actions like in-situ balancing	• Provide System 1/ADRE/Scout data archives in common storage location.	$/Low

*Effort needed to implement solution

**Exact scope of work, supply aarchitecture shall be mutually agreed upon.

Contact us

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