

# Bently Nevada Maintenance & Support Agreement

## Increase Your Cyber Security Protection and Continuously Improve Your Condition Monitoring Program Return on Investment

### Are you getting the most out of your Bently Nevada Machinery Condition Monitoring System?

Our Maintenance & Support (M&S) Agreement is a comprehensive plan which provides customers the necessary support and knowledge needed to improve uptime and product quality, reduce unplanned outages and limit unscheduled repairs. Included in your M&S Agreement is access to our technical support team for help with issue resolution, software upgrades, and cyber security updates.

### The Maintenance & Support Agreement consists of three offerings; Basic, Essential, and Premier which include:

- Software Updates
- Technical Support
- License & Entitlement
- Training

#### BASIC

##### Software Updates

- ü Tips and Tricks
- ü Language Packs
- ü Cyber Patch Updates List

##### Technical Support

- ü Online Case Management
- ü Support Coverage
- ü Targeted Response Time – 3 Days

##### License & Entitlement

- ü License Assignment/Recovery
- ü New Product Notification
- ü Renewal Visibility

#### ESSENTIAL

##### Basic Plan Plus...

##### Software Updates

- ü Software Platform Updates
- ü Software Version Updates
- ü Software Expansion License Discounts – 10%\*

##### Technical Support

- ü Knowledge Library Access
- ü Call-out Software Upgrade Service Discounts – 10%\*

- ü Targeted Response Time – 12 Hours

##### Training

- ü Online Training

#### PREMIER

##### Essential Plan Plus...

##### Software Updates

- ü Software Expansion License Discounts – 15%\*
- ü CAP (Cyber Asset Protection)

##### Technical Support

- ü Call-out Software Upgrade Service Discounts – 15%\*
- ü Remote Troubleshooting
- ü Targeted Response Time – 4 Hours

##### Training

- ü Classroom Training Discounts – 10%\*

\* Stated discounts are not cumulative to existing pricing agreements.

## Software Updates

Our Maintenance & Support Agreement provides you with the latest software versions to ensure your system is optimized and operating efficiently to maximize the total cost of ownership (TCO) for your assets.

### Tips & Tricks for Performance

Our Tips & Tricks are released with the latest software update versions to provide you with insight into the most recent changes to the software platform. They are designed to help improve productivity and simplify day to day procedures.

### Language Packages

Select Evolution Language Options are available. The user interface appears in the chosen language. Newer versions of the software may include some English text.

### Cyber Patch Update Lists

The latest tested and verified Cyber Patch Update Lists are available to increase the level of protection for customer installations against cyber-attacks. The patch list available is for the last two versions of software released.

### Software Platform Updates

Customers on System 1 v.6x series platform whom have maintained their M&S agreement are eligible for a System 1 platform upgrade. The platform upgrade provides increased cyber security requirements, more demanding data throughput, and ever increasing condition monitoring capability enhancement demands.

### Software Version Updates

Supported software updates of purchased products are available as part of your plan offering to ensure enhancements and corrections are available with the changing IT environment.

### Software Expansion License Discounts

Discounts are available based on your plan offering.

### CAP (Cyber Asset Protection)

Provides monthly patches that have been tested and validated with System 1 to protect your assets and assure that the operating systems and programs running have the latest security protection without risking your operation.

For more information regarding CAP, please visit <http://www.bakerhughes.com>.

## Technical Support

Our Maintenance & Support Agreement provides you with skilled Technical Support resources based on your installed solution.

The Technical Support team works to keeping your condition monitoring system up to date and ready to serve. They resolve issues quickly with online, phone, and/or email support and provide access to tools designed to optimize your day to day operations.

### Online Case Management

Enter technical questions via email or our Customer Portal for quick answers to your inquiries.

### Support Coverage

Our Technical Support Team is located across the globe, helping to ensure a contact is available in your own time zone. Language support is available during regular business hours for customers in specified Regions. If local support is not available, we have 24/7 hour support available in English.

### Targeted Response Time

Calls, emails, and online cases opened via our portal are handled with priority based on your plan offering. Response time is based off the normal regional business week and hours.

### Knowledge Library Access

Our Customer Portal provides online access to Answer Cards, publications, System 1 software help, machinery diagnostic publications, new product information, and much more.

### Call-Out Software Upgrade Service Discounts

Call out software related upgrade service discounts

### Remote Troubleshooting

Troubleshooting of installed software products is available if the Bently Nevada (BN) team was used to install the software and the appropriate infrastructure is in place to permit high-speed remote access.

## Training

Our Maintenance & Support Agreement provides training based on your selected plan.

### Online Training

Training videos for selected products/topics are available on our Bently Nevada Media Library.

### Training Discounts

A 10% training discount is available for courses offered at <https://Bentlytraining.com> for our Premier Customers.

## License & Entitlement

Our Maintenance & Support Agreement provides you with support of license administration and recovery.

### License Assignment

Software License Assignment is sent via email and includes the ability to receive software downloads and/or physical delivery.

### License Recovery

Select software licenses and entitlements are available online for quick recovery. For all other software licenses please contact Technical Support.

### New Product Notification

Advanced notification of upcoming software releases.

### Renewal Visibility

Quick access to your subscription software and Maintenance & Support Agreement expiration dates with notifications at 90 days from expiration and the ability to request quotes at your fingertips.

### Named Customer Success Manager

Our Premier Customers are assigned a Customer Success Manager to provide support during the execution of the contract and act as a primary contact in case of issues, questions and further support needs.

### Quarterly Performance Reviews

Our Premier Customers will receive quarterly reviews on software health upon request.

## Contact Information

### Technical Support

<https://servicesupport.bakerhughesds.com/bently/s/>  
[bentlysupport@bakerhughes.com](mailto:bentlysupport@bakerhughes.com)  
(800) 488-1915

### Training

<https://Bentlytraining.com>

### Contact Us

<https://www.bakerhughes.com/contact-us>

Our Maintenance & Support Agreements are available in year terms where the cost of the agreement depends on the value and quantity of software solutions onsite. Software products applicable include System 1, Enterprise Impact, ADRE...

To learn more about our Maintenance & Support Agreements covering Bently Nevada Asset Condition Monitoring products, contact your nearest Baker Hughes sales professional specializing in Bently Nevada products and services. You can also go online to <http://www.bently.com>

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