



Company Information

Service & Support Management

Quality customer service and support are critical to the success of a monitoring program as the monitoring system itself. For this reason the Brüel & Kjær Vibro Service & Support Management group has been optimized to ensure our cutting-edge technology monitoring systems are implemented and fine-tuned to the customer's specific application to meet their business goals. Comprehensive and effective service & support is not a "nice-to-have" but a necessity for many plants where downtime simply cannot be tolerated due to improper setup or operation of a monitoring system, which results in false alarms, trips and incorrect diagnoses. We understand these needs and are fully committed to the idea that our success is not based on selling systems and services, but based on the customer's own success in using these products.

Brüel & Kjær Vibro Service & Support Group ...

offers a unique and extensive range of monitoring services & support packages that include system implementation, testing, training, diagnosis and analysis for rotating and reciprocating machine dynamics and performance. We also offer long-term service agreements and total application service provider solutions.



The group consists of highly qualified specialists from the factory, local sales offices and internationally renowned consultants. This world-wide service network provides both remote and on-site service and support that is fast, effective and reliable. The streamlined organization of the group uses a support model that integrates our competencies with the customer's, creating a collaborative service and support solution that best meets the application. Many of our service and support functions were developed in close partnership with various specialists in the industry, including end-users. Some of our consultant partners with specialist expertise are also involved in imple-

menting specialized services. The end result is a high level of expertise working to the customer's specific needs - the proper formula for success.

Wide range of services available

Each customer has unique requirements, so the "one size fits all" product/service concept simply doesn't apply to plant-wide monitoring applications. We provide extensive "full circle" service and support packages that closely match the specific requirements of a wide range of industries and machines, and these can be easily fine-tuned to the customer's specific application.

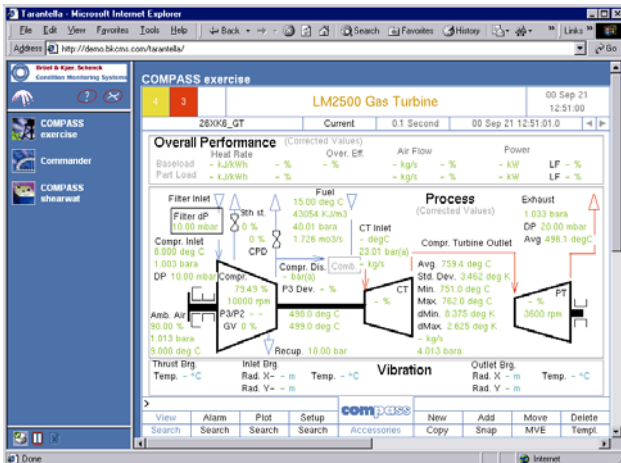
Some of the services available include:

- Plant survey for determining the ideal condition monitoring solution
- Machine dynamics and performance evaluation and analysis
- Monitoring system integration to process control and other systems
- Training
- Monitoring system maintenance and upgrade support
- Help desk
- Fault detection, diagnosis, prognosis and root cause analysis
- Balancing and shaft alignment
- Long-term comprehensive service agreement contracts
- Application service provider solutions.

Product Information

Service via web access - Fast and cost-effective

IT technology plays an important role in the services we offer. Our plant-wide condition monitoring systems are designed to exchange data with any number of process control systems and other monitoring systems using various communications technologies. This information is simultaneously and remotely assessable to a number of operators, maintenance personnel and managers with individual access privileges that correspond to the specific tasks they perform. Complete access to the monitoring system setup and database can be also be done through a web browser, and this easily allows user access to include outside specialists such as machine manufacturers, contract maintenance providers, consultants, as well as our own service department.



Our web access service solutions allow us to provide fast, reliable and secure service that is more economical than an on-site visit. A complete line of Brüel & Kjær Vibro services are "web-enabled" to meet specific requirements, such as machine fault diagnosis, fault detection and trending, machine O&M recommendations and root cause analysis. Our web access services meet the most stringent requirements against unauthorized access to the monitoring system and its network, and our security level rating is the highest attainable in the industry, as tested by third party network and Internet security experts.

Customer data security

All customer data is treated with the highest level of security. Only internal service staff working directly with a specific customer has access to their data.

Our computer servers have effective firewalls with intrusion detection and prevention facilities, and we use 128-bit SSL encrypting when transferring data. All servers as well as customer hard-copy information files are located in locked rooms with limited access.

Long-term comprehensive service agreements

Many customer applications are more cost-effectively serviced by a long-term comprehensive agreement than by individual service & support packages. Part of our group is dedicated to long-term service commitments, and experience shows there is increasing interest in these service solutions. We provide individualized service and yet are flexible enough to adapt the agreement to changing business requirements.

Total Application Solution Provider

The industry is without a doubt becoming increasingly more competitive. The dynamic market place demands for flexible yet uninterrupted production and high product quality stretches plant resources to the point where new business strategies have to be implemented. One effective solution that is being used more and more is contracting outside "pay-for-performance" specialists for many plant services such as operation and maintenance of the production facilities. Such contractual agreements are focused on machine uptime, not on individual machine repairs.

It is Brüel & Kjær Vibro's vision to work closely with the end-user or maintenance service contractor so they don't have to worry about the health of their machines - we can do it for them. In such a case the customer buys an application service provider agreement, not products, so there is no need to worry about what kind of condition monitoring hardware and software to choose, what kind of transducers to install, what kind of specialists to use, what kind of after-sales support to purchase - we take care of it all, including running the system! When we see a fault developing, we will work closely with the maintenance staff to inform and advise on what has to be done. These are the kind of total application service solutions we are striving to provide. After being so many years in the business, we know a lot on fault detection, diagnosis and trending, and we know what is needed to get the most out of our monitoring systems.

Service Partners

Because our condition monitoring solutions are state-of-the-art and span a number of technologies, we take a global approach in developing, optimizing and implementing our products and services. After 50 years in the business we have developed our own solid, in-house expertise but we also cultivate and even encourage outside specialist partnerships to ensure that we can consistently deliver the most effective monitoring solutions to our customers, world-wide. Our organization is designed so that we can work together with a small but carefully selected group of consultants, machine specialists, dedicated application monitoring system suppliers, universities, institutions and end-users for providing a world-wide network of specialist knowledge in many highly technical areas, such as machine vibration dynamics, thermodynamics, remaining life evaluation, etc.

The same global perspective applies to the services we provide to our customers. We become part of the customer's team and share a common vision to make their business more profitable. This end-user partnership brings with it many advantages. We become more responsive to the customer needs and best take advantage of their own areas of expertise. We are also flexible to the customer's changing needs in our dynamic business world. This means we deliver a cost-effective, tailor-made service solution that best fits the application and optimizes the bottom line.

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