



Process automation services

Product and system support services

INTELLIGENT ACTION



Service & support services

Through many years of experience, Sensia has built up a range of support services that are second to none.

This experience has led us to understand the needs and requirements that customers have when it comes to supporting business, process, safety, or mission critical applications on both Sensia's own systems and third-party systems or equipment. Our Service & Support organization is focused on attaining the highest possible availability and reliability for our customer's installed base, wherever they are installed.

Through these services, we can provide you with a highly cost effective, integrated approach to the complete service support and asset management delivery.

All our offshore-qualified support engineers have many years of experience in the support of systems that are critical to business and process. When you choose us to provide support for your application, you can be safe in the knowledge that our engineers understand the need for fast and effective support services.

This is all backed up by in-house engineering and project management staff so that whatever the problem, location, or time, Sensia support services are there for you.



Installation & commissioning

Sensia offers an extensive range of installation and commissioning services, which extend to all aspects of hardware and software and include third-party products, if required. These services are all supported by our in-house engineering and project management staff to ensure that the industry standards and procedures are met until handover to the certified authorities and end users.

Services offered include:

- + On-site installation of hardware & software modifications
- + System pre-commissioning/travel well checks
- + New and modified safety and control system SAT commissioning
- + Startup assistance and system performance monitoring/tuning

Lifecycle management

Sensia wants to maximize the usable life of your installed systems. Our lifecycle management services are designed to help extend the life of your safety and control systems.

We can offer:

- + Asset Extension Program
 - Obsolescence management system, highlighting the issues and mitigating actions
 - Helps control the risks associated with ageing site installed base
- + Firmware updates
- + Product upgrades/migrations

Maintenance contracts & services

Sensia recommends standard maintenance be carried out to keep your system working to its optimum availability and reliability and subsequently adheres to the specified safety standards.

We work with our customers to create the ideal bespoke maintenance arrangement that covers the exact needs of the plant, from basic once a year health checks to embedded engineers that are based on site. Sensia has the resources to accommodate all your needs.

We can offer bespoke support contracts around your installed systems, which can include the following options:

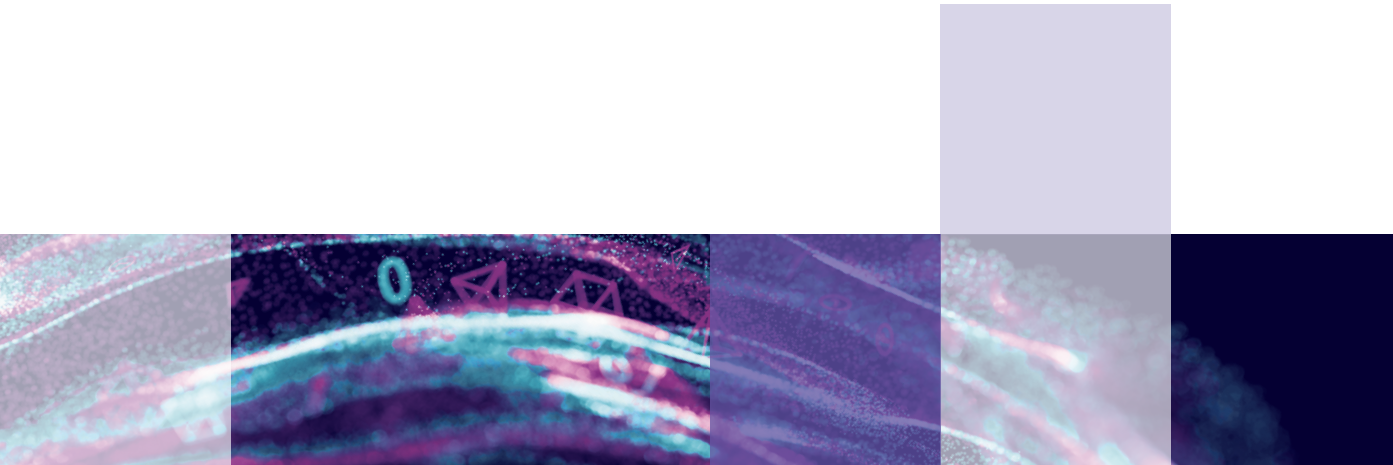
- + 24hr/365 days per year remote telephone support
- + Scheduled maintenance visits or embedded support
- + Third party systems support
- + Contract management
- + Lifecycle management

Spares support

Maintaining a manifest of spares on-site for those unexpected breakdowns helps to support equipment up time, such that there are no restrictions to production.

Options available include:

- + Parts management agreements
- + Legacy spares management as part of a migration contract
- + Extended warranty options



Training services

As a total systems designer, manufacturer, and integrator, Sensia can provide training courses to meet all your educational needs ensuring your personnel are fully conversant with the operation and maintenance of the system to maximize operations, safety and efficiency.

We can provide both classroom and online training.

Courses offered include:

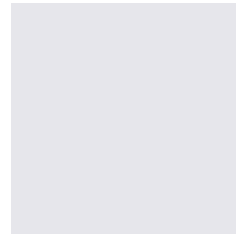
- + ICS Triplex product training
 - Trusted/AADvance courses
 - Legacy product courses
- + Systems/applications training

Site surveys

A comprehensive system inspection on a client installation can lead to a marked improvement in system performance, a reduction in process related issues, reduced maintenance intervals. It can also keep you up to date with obsolescence issues, product design improvements, upgrade possibilities with subsequent benefits.

Surveys offered include:

- + Installed base evaluation surveys. Comprehensive reports on lifecycle status of products/systems
- + Modification, expandability and upgrade survey visits.
- + Functional safety assessments
- + Network & cybersecurity assessments and recommendations



Solving challenges from
the reservoir to refinery.
One challenge at a time.

Sensia LLC
Energy Tower IV, 15th floor, 11750 Katy Freeway
Houston, TX 77079

+1-866-7SENSIA (+1-866-773-6742)

hello@sensiaglobal.com
sensiaglobal.com



Sensia LLC 2024. All rights reserved. 333A-CP-0924-BR
* Mark of Sensia. Other company, product, and service names
are the properties of their respective owners

We collaborate with all stakeholders to make the production, transportation and processing of oil & gas simpler, safer, more secure, more productive and better understood from end-to-end. Sensia is making the advantages of industrial-scale digitalization and seamless automation available to every oil & gas company.

Now every asset can operate more productively and more profitably.

Enquiries

To discuss your service support needs and requirements, request a service quotation, or schedule a service event, please contact your local Sensia office on any of the phone numbers below or email us at:

Email: pa.support@sensiaglobal.com

US	+1-866-7736742	Mexico	+52-551 105 8350
Int. Global	+1-440-431-2505	Brazil	+55-115 1899575
Canada	+1-587-291-2191	Colombia	+57-601 499751
UK	+44-1892-779955	Indonesia	+62-2125545275
China	+86-21-601 17600	Malaysia	+60-386033272
Singapore	+65-6510 6797	Netherlands	+31-102665575