



**SENSIA**

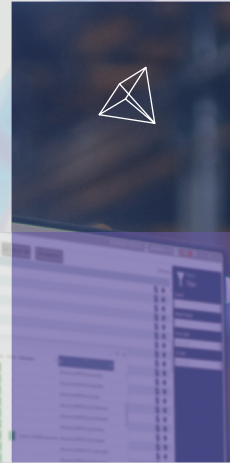
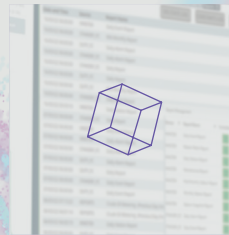
Rockwell Automation + SLB



# Measurement services

Control and supervisory

INTELLIGENT ACTION



# By your side every step of the way

**Swinton Technology is recognized as one of the leading Measurement Control companies across the oil & gas industry.**

Now part of Sensia Global we continue to grow our coverage and expand our portfolio in Digital Intelligent Action whilst maintaining our Core knowledge in Measurement Control.

As experts with decades of experience, we are uniquely positioned to offer various support packages tailored to your site, your team, and your specific needs. From reactive support - ideal for sites requiring only minimal maintenance - to total care packages incorporating regular maintenance to keep your system performing at its best, our diligent and responsive team will take care of everything.

We have offered round-the-clock support since 2001, delivering on a global basis 365 days a year with a network of highly experienced and dedicated engineers.

Leveraging a combination of engineers available to mobilize globally, remote connectivity capability, telephone support and the use of virtual machines to replicate systems offline mean we can respond quickly and efficiently, wherever you are operating, no matter the problem.

Even before becoming part of Sensia, the Swinton Technology company culture was one of continuous evolution. We search for practical solutions and look to futureproof your systems and processes.





# Servicing and support

**At Swinton Technology we understand the importance of data management and security to our customers. ST Secure is our futureproof system integrity offering designed to protect every aspect of your system.**

We supply market-leading flow measurement systems for our customers developed from many years of experience in supporting successful worldwide flow operations. We continue to build on that knowledge to develop our range of innovative metering solutions, products, and applications to meet the ever-changing requirements of oil & gas metering.

Always growing our understanding through our customer relationships and our wide-reaching install base, we are committed to continually developing our products and testing through rigorous in-house processes.

In addition to our core project engineering capabilities, we offer extensive metering support and ongoing maintenance services to our clients.

Metering computer systems are vital components across most installations, they are typically required to perform fiscal or custody transfer applications. Therefore, it is important that they work efficiently and effectively at all times. With Sensia's maintenance support, you get the guarantee of our specialist services when you need them, with features such as out of hours telephone support, guaranteed site mobilization and remote login support.

- + Front End Engineering Design (FEED)
- + Comprehensive metering site surveys
- + Tailored flow measurement training courses
- + Multi-asset maintenance contracts
- + Annual metering system health checks
- + Support and repairs for legacy equipment
- + Metering system validation services
- + Obsolescence management
- + Remote system logon support



# Metering control security

**Custody transfer metering systems are designed to keep measurement uncertainty to an absolute minimum.**

To sustain this target Sensia recommend that routine maintenance practices are carried out. This practice also maintains metering system availability so that all measurement streams are ready, reliable, accurate, and comply with site, national, and international standards for measurement.

At Sensia we understand the importance of data management and security to our customers. Our futureproof system integrity offering is designed to protect every aspect of your metering control system. The range of carefully considered services, developed over many years, provides industry leading support to metering computer systems are options which allows the support package to be fully customizable. Our CompTIA Security+ Certified engineers provide customers with a wide range of backup solutions to suit their requirements, this involves a risk-based review on the system and ensures a cost-effective solution tailored specifically for the system, networking, and company policies (internal or industry standards).

## IT security

### Patch management, Windows+ AV definitions

Reduce performance issues with patch testing. We test our patches in a secure environment and issue reports on which patches are safe to install.

### Security baselining

We ensure your metering systems conform to Sensia's baseline security procedures (based on international standards such as IEC/ISO).

### Cyber security audit

An audit report will be issued detailing identified weaknesses and a suggested mitigation approach, to reduce the exposure of your system to attack vectors.



## System robustness

### Virtual machines

Reduced response time in diagnosing support issues. Efficient deployment and testing of system enhancements. Provides a test bed for performing offline patch testing.

### Metering control system - Disaster Recovery (DR)

Adding a disaster recovery solution is paramount in securing your system data. Not only can this protect against data loss, a good DR solution ensures reduced downtime.

### Obsolescence management

We provide obsolescence management studies and reports covering your critical metering system equipment.

## Technical support

### Operator and technical training

Training your site personnel on the target metering system can help avoid both operational and security incidents.

### Access to metering experts

With a maintenance contract in place you can benefit from access to our metering engineers, whenever required.



# Maintenance support contracts

We offer a Global round-the-clock support service via our experienced service team with a network of engineers operating from our UK and Middle East offices.

## Support contract

- + Obsolescence notifications and support of key components
- + 10% discounts on annual health check visits
- + 10% discount on all ST products
- + 10% discount on Sensia training courses
- + Annual Review and notifications on supported system(s)

## Optional extras

- + Obsolescence notification and support of all system components
- + Telephone and email support during office hours
- + Telephone and email support outside office hours (24x7x365)
- + Multi-year contracts
- + Multi-asset discounts for customers combining support under a single contract
- + Remote logon support, for expedited resolution to Metering Supervisory Computer issues
- + Guaranteed time to mobilize to site
- + Spares holding
- + Enhanced in-house system support via virtual machine
- + System patch testing

## Proactive support

Proactive maintenance gives you peace of mind that whatever happens, our experienced engineers will be on hand to help. We offer many proactive support services as part of our support contracts, and can also offer them separately on request. Outlined below are some of the most popular proactive package components:

- + Obsolescence management
- + Patch testing
- + Health checks
- + Spares management
- + Virtual machines

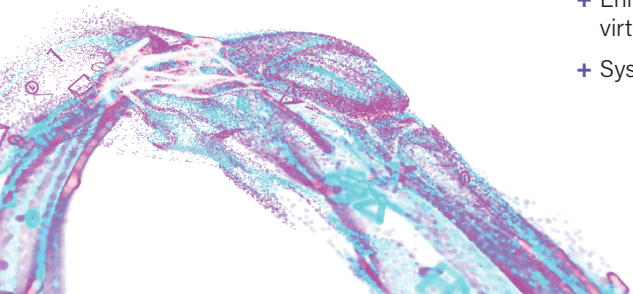
A support contract gives you direct access to our wealth of knowledge, allowing for comprehensive forward planning and risk mitigation. Our preventative maintenance activities, such as patch testing and system health checks, ensure that your system is always working at its best and help identify small problems before they become harder to resolve.

## Reactive support

We offer reactive support from our team of experienced engineers, who can be mobilized quickly in the event of an issue on site. We know that speed of response can be key to minimizing the disruption caused by metering computer system issues.

- + Guaranteed mobilization
- + Office hours support
- + 24/7 support
- + Remote support
- + Highly dedicated team

Our dedicated service support team are always on hand to support you. We can extend contracts to dispatch engineers to site if needs be. This high response approach is offered to every client, regardless of their original system supplier. Our range of web-based support tools and remote connectivity capability also help us to operate efficiently and provide support from our offices across the globe.



# Support option details

## + Office hours support – Response only

Telephone and email support during office hours 09:00 - 17:00, Monday to Friday excluding public holidays. All calls are logged, and an initial response will be within the hour.

## + Office hours support – Unlimited hours

With 'Unlimited Hours' unlimited telephone and email office hours support will be provided at no extra charge.

## + Out of hours – Response only

This is our minimal offering for out-of-hours support. We provide a privileged direct access number that will connect to the support engineer on call at the time. With this option, additional charges may apply for prolonged time spent providing support.

## + Out of hours - Unlimited hours

With the 'Unlimited Hours' option, unlimited telephone and email office hours support will be provided at no extra charge, meaning that the engineer can get straight to work in resolving the issue.

## + Guaranteed mobilization (24hr/48hr/72hr)

For customers requiring a guaranteed response time, we offer to mobilize a support engineer within an agreed period.

## + Spares storage

For customers requiring spares holding, we offer secure storage of client owned spares in controlled conditions within our premises. This is of benefit to customers wanting access to spares within a short timeframe, avoiding the lead times associated with some manufacturers of metering system components.

## + Virtual machine

The virtual machine can be offered as an alternative to holding a spare supervisory system and consist of a copy of the client's supervisory server application maintained on our high integrity support server. This allows software patches to be tested with a high level of confidence and helps investigate operational issues.

## + Windows patch testing

Our patch testing service can take place either on the dedicated spare server or on a Virtual Machine (VM). We will take an image of the existing Metering Supervisory Computer and install it within a virtual environment at our premises. This VM is then used to test manufacturer patches in a controlled environment, where any negative or unintended consequences of a patch can be detected, without any risk to the live system.

## + Metering system health check

Annual metering health checks form an essential part of any preventative maintenance program. Our site health check includes a comprehensive inspection of the hardware and software covered by the maintenance agreement. The visiting engineer will produce a detailed site report including a checklist of tasks performed at the end of the visit. The site report will also include details of any follow-up actions or recommendations necessary to ensure the system continues to provide optimum performance.

# Obsolescence management

Sensia provides a pro-active obsolescence management service. The early identification of obsolescence risks allows a wider range of options to be considered and can significantly reduce lifetime costs. Within the support offer Sensia includes identification of obsolescence on the major components of the system namely the flow computer and the metering supervisory computer (MSC). This will be included within the annual report including:

+ Predicted obsolescence dates

+ Predicted support expiry dates

For an annual fee, Sensia can provide a more comprehensive service which will include obsolescence management of all the parts of the supplied system as well as providing an obsolescence mitigation plan, which will suggest various approaches that will keep the metering system up to date at the same time minimizing the disruption to operations.





# Training

We have been providing outstanding training services in flow measurement for a wide range of operators within the oil & gas industry since 2001. Along the way, we have added additional module options for our trainees to expand their knowledge.

Within the oil & gas industry, training is essential to ensure the safe and efficient operation of the site, and it is also a contributory factor towards the successful commissioning of any project.

*"The training was spot on. All questions were answered, and the course notes are brilliant. Extremely happy with the course content and delivery."*  
– North Sea Metering Technician

Utilizing our vast metering knowledge, Swinton Technology has developed a range of training courses aimed at new starters and apprentices right through to the more experienced metering technicians and engineers.

## + Metering communications

This course combines classroom training with video and hands-on activities, taking attendees through the setup process for different adapters and communications devices as well as common fault-finding techniques.

## + Uncertainty training

This 1-day course begins with the statistical concepts used when expressing uncertainty and guides delegates through the process of evaluating and combining sources of uncertainty to construct detailed calculations compliant with the ISO Guide.

## + Flow computer operation and maintenance

The course can be tailored to a specific flow computer, giving attendees the knowledge and confidence to use these computers within a live metering system.

## + Metering principles

From meter types, to proving and sampling, attendees leave this course with a firm grasp of the entire process and 200+ pages of notes for future reference.

## + Flow computer measurement and calculations

This 2-day course covers common metering calculations for both liquid and gas measurement.

## + Build your own bespoke course

We also provide a range of bespoke courses where attendees can select different modules depending on the training which is most relevant to them.

## + Claim your 10% discount

Customers with a Swinton Technology maintenance support agreement are entitled to a 10% discount on all course fees.

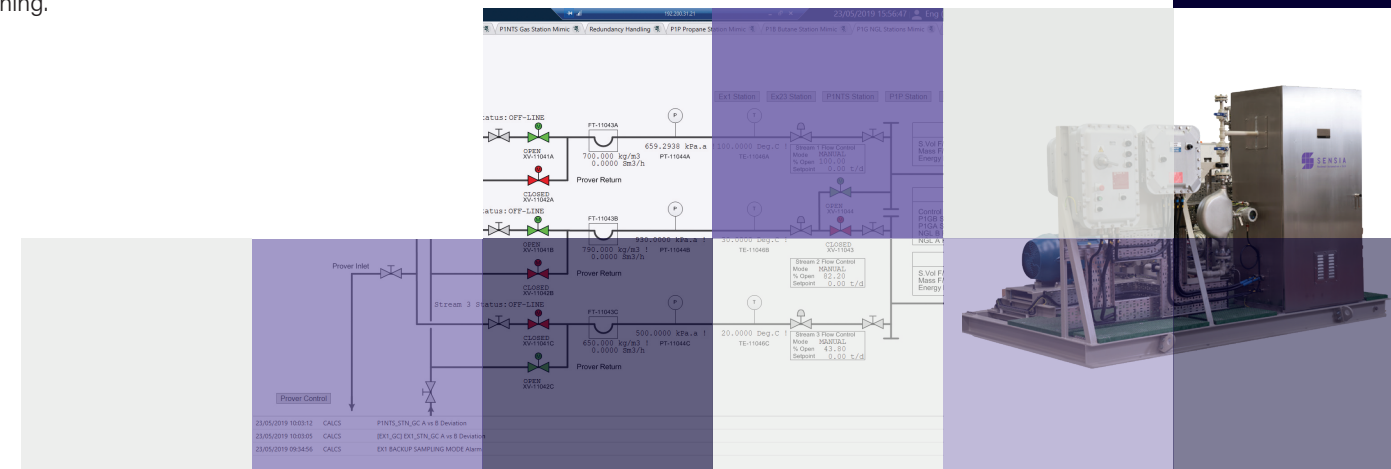
## + Hands-on training

We offer hands on training at Swinton Technology so that you can get the most out of your training.

## + Virtual training

If you can't come to our office, we offer virtual options so that you can train wherever you are in the world.

- Hydrocarbons
- Measurement
- Differential pressure meters
- Turbine and PD meters
- Proving
- Modern meters
- Wet gas and multi-phase meters
- Computer systems
- Secondary instrumentation
- Calculations
- Uncertainty
- Production reporting
- Metering signals
- Networking



# Remote services

## Remote login

Using remote analysis reduces the need for onsite visits to a system by an ST specialist engineer. This facility can provide faster resolution of support issues and we would strongly recommend using this facility.

This option provides for the administration of the remote connection, for example:

- + Initial setup and test of the connection
- + Creation/agreement of login procedures and protocols linked to the Maintenance Database
- + Quarterly connection check

A remote connection depends on the customer's IT infrastructure, and ST will work with the client to find a secure access solution that is acceptable.

## Virtual factory acceptance tests

We understand the requirement to keep projects on track, particularly where there is a time-sensitive, fast-track or critical path requirement. To accommodate this, we now offer Virtual Factory Acceptance Tests. Completing testing virtually saves you time on travelling to our location and money on travel costs. It is a fast and easy solution for your testing needs.

One of the most important aspects of delivering a project is factory acceptance tests, we have now implemented a process which means that we can provide our services remotely.

# Products

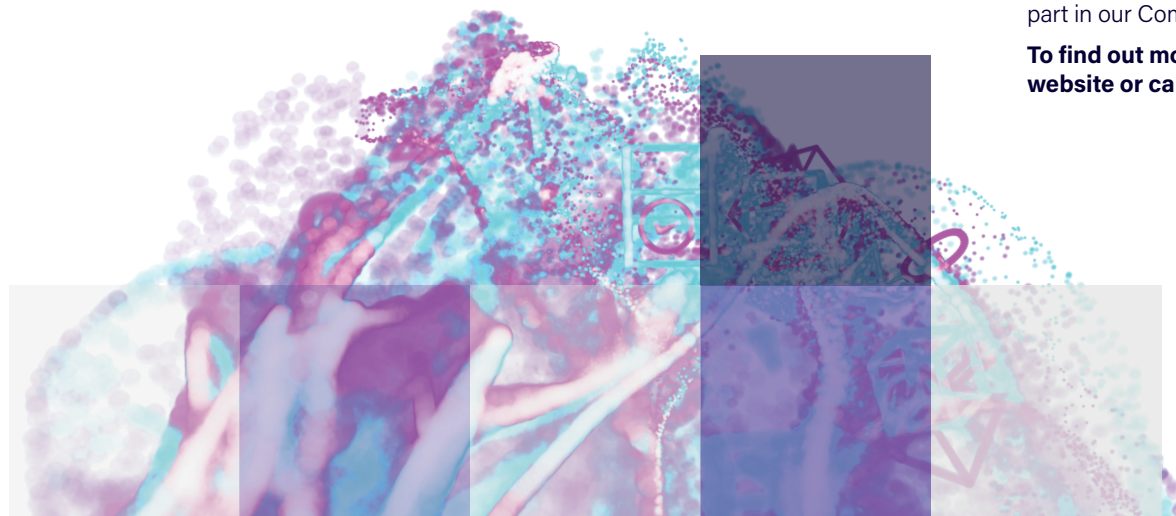
Our range of hardware products can provide additional support for your metering requirements. From high accuracy I/O devices, turbine pre-amplifiers and panel mount equipment, to a range of Pulse and Densitometer simulators. We offer you full support through system upgrade projects.

- + ST103 (A) Data acquisition module
- + ST106 Pre-amplifier
- + ST505 Simulator
- + ST508 Communications kit
- + Verification kit
- + Sensia HCC2

Minimize your outlay by hiring instead of buying.

The ST508 Communications kit is discounted when you take part in our Comms Course.

**To find out more about these products please visit our website or call us on +44 (0)1653 310150**





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

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, to request a service support quotation, or to schedule a service event, please contact your local Sensia office, or contact us directly at:

Email: [\*\*mea.support@sensiaglobal.com\*\*](mailto:mea.support@sensiaglobal.com)

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