



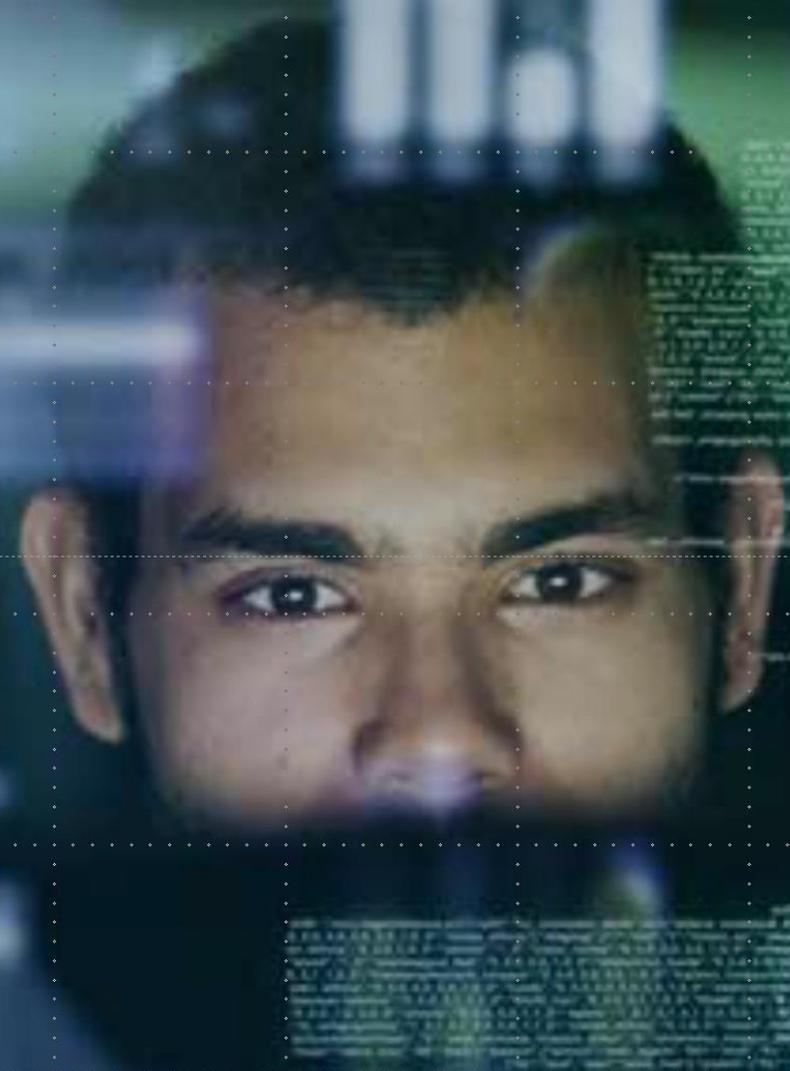
GE VERNOVA

SERVICE 360

CUSTOMER PORTAL

TO MANAGE YOUR ASSETS

Power Conversion & Storage – A GE Vernova business



ENABLES YOU
TO SECURE AND ENHANCE
YOUR ASSETS'
PERFORMANCE
THROUGHOUT THEIR
LIFECYCLE

EMPOWERS YOU
WITH TIMELY SERVICE RECOMMENDATIONS
MADE BY OUR EXPERTS
FOR EACH ASSET
BASED ON ITS AGE
AND UNIQUE CHARACTERISTICS

DISCOVER WHAT YOU CAN DO ON SERVICE 360

Access SERVICE 360

Manage
your cases
and work orders

View your installed
assets, service history,
and propose updates

Manage
your service
agreements



**Asset management
at your fingertips**

Check asset
connectivity
and health status
(when activated)

Order
spare parts
& other services

Benefit
from specific
service recommendations

USER GUIDELINE

SERVICE 360

SERVICE 360 HOMEPAGE

Enhance your assets' performance throughout their life cycle

Overview dashboard & quick access to your assets, cases, services agreements, parts request, recommended services, modification request

2 Location(s) >

1 Open Case(s) >

5 Asset(s) >

0 Work Order(s) >

0 Service Agreement(s) >

0 Request(s) for proposal >

18 Recommended Services(s) >

0 Open Modification request(s) >

Map of your asset Location(s) >

Map

Satellite

Google Keyboard shortcuts | Map data ©2026 | Terms

Directly chat with your GE Vernova contact(s) >

Start your conversation with your GE Vernova contacts.

Quick actions

- [Create a case >](#)
- [Request a proposal >](#)
- [Register an asset >](#)
- [Update your access >](#)
- [Share feedback >](#)

Call center(s) & Contact(s)

+61 1300193189 (24/7)

Service Account Manager:

Service Sales Manager:

[View All](#)

Service(s) recommended for your asset(s) >

| | | | | |
|---------------------------------------|---|-------------|---------------|-----------------------------|
| Planned maintenance every 15y - MV7 > | Minimized unplanned outage, increase availability | Timing: Now | Impact: Major | Show Assets |
| Planned maintenance every 10y - MV7 > | Minimized unplanned outage, increase availability | Timing: Now | Impact: Major | Show Assets |

Quick actions:
The most useful functions

Chatter support: Request updates to your information (assets, outages, technical problem, etc)

Services recommended for your assets

ACCESS ALL INFORMATION OF LOCATION

360 view of each of your location

Basic details of your locations

List of installed products

Recommended spare parts list

Follow-up with the status and details of the support cases

Recommended Services: Ready for you to review and order

Your parts stock

The screenshot displays the GE VERNOVA user interface for a location. The top navigation bar includes 'Home', 'Recommended Services', 'Outages', 'Service Agreements', 'Cases', 'Work Orders', and 'More'. The main content area is divided into several sections:

- DETAIL / MAP:** A sidebar on the left containing location metadata such as Location ID (LO-0041009), Location Name (Acme Corp - Mysterious FPSO), Country (Papua new Guinea), and City (Asia Pacific).
- ACME CORP.:** A central panel showing details for the ACME CORP. location, including its O&G status and a list of installed products like 'Single-cubicle MV7' and 'Motor 2'.
- Recommended Services (38):** A table listing services with columns for ID, Service Name, and Commercial Status. Services include 'RM - Minor inspection', 'RM - Repairs', and 'Parts for planned maintenance'.
- Recommended Spare Parts Lists (0):** A section for spare parts, currently empty.
- Cases (10):** A table of support cases with columns for Case Number, Subject, Status, Customer Want Date, and RID. Cases include 'Subject of case 1', 'Acme Corp - Myst...', and 'My case'.
- Work Orders (1):** A table of work orders with columns for Work Order Number, Case, Contact, and Subject. One work order is listed for 'Subject of work order 1'.
- Modification Requests (0):** A section for modification requests, currently empty.
- Asset Contacts (1):** A table of asset contacts with columns for Asset Contact Role, Contact, Account, RID, and Location Name. One contact is listed for 'Maintenance supe...'.
- Outages (2):** A table of outages with columns for Outages Id, Start Date, and End Date. Two outages are listed for dates in 2025 and 2026.
- Service Agreements (0):** A section for service agreements, currently empty.
- Customer Parts Stock (please update quantities directly) (7):** A table of parts stock with columns for Product Name, Product Code, Current Qty In Stock, and Updated By. Products include 'PIBe2 ECAT Siv 2x1...', 'Capacitor, 47000µ...', 'Rectifier, Screwed ...', 'Current Transform...', and 'Resin Cartridge'.

* The position of the boxes in screenshot are moved around for the purpose of display

ACCESS ALL INFORMATION OF INSTALLED PRODUCTS

360 view of each of your installed products

Step 1: From the menu of homepage, click on 'More' and choose 'Installed Products'



Step 3: On the page 'Installed products', access all information of Installed products

Step 2: Select or search for the installed product you wish to create a case for

Installed Products

Fields: -- None -- Operators: -- None -- Value: Add Criteria + Search Q Records Per Page: 15

| RID | Equipment Status | Record Status | Customer/Product ID | Serial Number | Product Level 1 | Product Level 2 |
|--------------|------------------|--------------------------|---------------------|---------------|-------------------|------------------|
| RID-00676856 | Commissioned | Verified as commissioned | Transformer 1 | 2XXXX | Others | Transformers |
| RID-00676847 | Commissioned | Verified as commissioned | Motor 1 | 20XX - 878768 | Rotating machines | Induction motors |
| RID-00676846 | Commissioned | Verified as commissioned | Drive 1 | 20XX-0853 | Power electronics | MV7 |
| RID-00676844 | Commissioned | Verified as commissioned | Motor 2 | 20XX - 86576 | Rotating machines | Induction motors |
| RID-00676843 | Commissioned | Verified as commissioned | Drive 2 | 20XX-0852 | Power electronics | MV7 |

<<Prev Showing 1 of 1 Page(s)

Installed Product
RID-00676856

| | |
|--|---|
| Installed Product Name RID-00676856 | Commissioning end date |
| Serial/Lot Number 2XXXX | Warranty Start Date 2/26/2013 |
| Customer product id Transformer 1 | Warranty End Date 2/26/2015 |
| Product Level1 Others | Age 14 |
| Product Level 2 Transformers | Equipment Status Commissioned |
| Product Level 3 Step down Transformer | Record Status Verified as commissioned |
| Product level 4 Step Down Transformer | Secondary Voltage (V) 1850 |
| IP Parent RID-00676845 | Primary Current (A) |
| System name | Secondary Current (A) |
| Location Acme Corp - Mysterious FPSO | KVA 20000 |
| Primary Voltage (V) 11000 | Cooling type |

ACME CORP.
ACME CORP - MYSTERIOUS FPSO | PAPUA NEW GUINEA | O&G | UPSTREAM | IN SERVICE/CO...
RID-00676842 | Train 2
RID-00676845 | Train 1
RID-00676846 | Single-cubicle MV7 | 20XX-0853 | Drive 1 | 14 | Commissioned
RID-00676847 | N32 | 20XX - 878768 | Motor 1 | 14 | Commissioned
RID-00676856 | Step down Transformer | 2XXXX | Transformer 1 | 14 | Co...

- Service Agreements (0)
- Recommended Services (0)
- Attachments (0)
- Modification Requests (0) [New](#)
- Cases (2) [New](#)

| Case Number | Subject | Status | Customer Want Date |
|-------------|---------------------|-----------|--------------------|
| 01870086 | transformer failure | Cancelled | 10/9/2025 |
| 01870084 | transformer failure | Cancelled | 10/9/2025 |

[View All](#)
- Work Orders (0)
- Installed Products (0)
- Customer Contacts (0)
- Recommended Spare Parts Lists (0)

RECOMMENDED SERVICES

Ready for you to review and order our services dedicated for your Installed Products

Step 1: From the page 'Installed products', Click on 'View all' to see the full list of recommended Services

| ID | Service Name | Commercial Status |
|--------------|---------------------------------------|-------------------|
| ENT-16643454 | RM - Minor inspection | |
| ENT-16643479 | RM - Repairs (shop works or onsite... | |
| ENT-16643494 | Service agreement | |
| ENT-16643514 | Parts for planned maintenance | |

[View All](#)

Step 2: All the recommended services corresponds to your Installed products with other useful information

| ID | Service Name |
|--------------|---|
| ENT-16643454 | RM - Minor inspection |
| ENT-16643479 | RM - Repairs (shop works or onsite repairs) |
| ENT-16643494 | Service agreement |
| ENT-16643514 | Parts for planned maintenance |

Step 3: Choose any 'Recommended services' to see details and click 'Add to cart' if this service is interesting for you

Recommended Service
ENT-21633816

| | |
|--|---|
| ED | ED0018 |
| Service Name | Parts inventory refill |
| Offering type | Baseline (recommended services out of factory) |
| Installed Products | RID-00676843 |
| Location Name | Acme Corp - Mysterious FPSO |
| Time | Now |
| Public Document | https://www.governova.com/power-conversion/sites/default/files/2023-11/GEA34920_BCH_Spareparts_2023_EN_20231010.pdf |
| Value to Customer | Replace spare parts that could have been spent (out of stock) from the originally recommended spare parts list. It is also a chance to review parts obsolescence and adjoining. |
| Impact (risk reduction or performance) | Intermediate |

Public Document: Where you can find more information on our brochure, flyer

Value to Customer: Why you should choose this Recommended Service

Step 4: Click to see your cart

Step 5: Click on the button 'Request Quotation' to initiate the quotation of your chosen services.

[Request Quotation](#)

CREATE CASES

When you need support from our Engineers

Step 1: From the homepage

Quick actions

Create a case >

Request a proposal >

Register an asset >

Update your access >

Share feedback >

Step 2: Select or search for the installed products you wish to create a case for

Installed Products

Fields: -- None -- Operators: -- None -- Value: Add Criteria + Search Q Records Per Page: 15

| RID | Equipment Status | Record Status | Customer/Product ID | Serial Number | Product Level 1 | Product Level 2 | Product Level 3 | Age | GE Manufacturing Plant |
|--------------|------------------|--------------------------|---------------------|---------------|-------------------|------------------|-----------------------|-----|------------------------|
| RID-00676856 | Commissioned | Verified as commissioned | Transformer 1 | 2XXXX | Others | Transformers | Step down Transformer | 14 | 3rd Party |
| RID-00676847 | Commissioned | Verified as commissioned | Motor 1 | 20XX - 878768 | Rotating machines | Induction motors | N32 | 14 | Nancy, FR |
| RID-00676846 | Commissioned | Verified as commissioned | Drive 1 | 20XX-0853 | Power electronics | MV7 | Single-cubicle MV7 | 14 | Massy-Villebon, FR |
| RID-00676844 | Commissioned | Verified as commissioned | Motor 2 | 20XX - 86576 | Rotating machines | Induction motors | N32 | 14 | Nancy, FR |
| RID-00676843 | Commissioned | Verified as commissioned | Drive 2 | 20XX-0852 | Power electronics | MV7 | Single-cubicle MV7 | 11 | Massy-Villebon, FR |

Step 3: On the page 'Installed products', check the module 'Cases', click 'New' to create the new cases and receive the support from our Engineers

Cases (2) **New**

| Case Number | Subject | Status | Customer Wan... |
|--------------------------|---------------------|-----------|-----------------|
| 01870086 | transformer fail... | Cancelled | 10/9/2025 |
| 01870084 | transformer fail... | Cancelled | 10/9/2025 |

[View All](#)

New Case

* Subject

* Description

* Customer Want Date

Customer Case Id

* Severity --None--

You can upload any attachments. If you want, in the next screen after clicking the "Create Case" button.

Create Case

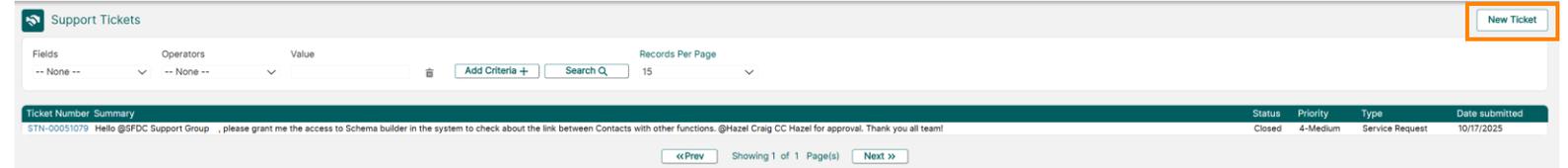
HELP SUPPORT

Receive assistance if you have problem in the platform

Step 1: From the menu of homepage, click on 'Help me'



Step 2: Page 'Support Tickets' shows you list of all your request for support, together with 'Status'



Step 3: Send us the details of your request to have the support if you have any problem or want to have any modification in the platform

Contact Support

Summary

Request Description

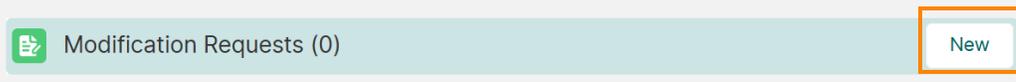
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Submit

REQUEST FOR MODIFICATION

Control the information of your Installed Products

Step 1: From the page 'Installed products', choose 'Modification Requests', click on 'New' to create the new request



Step 2: Send us the details of your request to change any details related to Installed Products

New Modification Request

Location: Acme Corp - Onshore facility

*Modification details ⓘ

Salesforce Sans 12 [Color Picker] [B] [I] [U] [Link] [List] [Table] [Align] [Indent] [Outdent] [Undo] [Redo] [More]

[Link] [Image] [Link]

Submit

RECOMMENDED PART LISTS

Ready for you to review and order

Step 1: From the homepage, choose your location

Step 2: From the 'Location' page

- Check your 'Recommended Spare part lists'
- Click on 'View all'

The screenshot shows a 'Location' page with a sidebar containing details for 'Acme Corp - Mysterious FPSO'. The main content area includes sections for 'Recommended Services (38)', 'Service Agreements (0)', 'Customer Parts Stock (please update quantities directly) (7)', and 'Attachments (1)'. At the bottom, a section for 'Recommended Spare Parts Lists (0)' is highlighted with an orange box and an arrow pointing to Step 3.

Step 4: Choose any 'Recommended services' to see details and click 'Add to cart' if this service is interesting for you

Step 5: Click to see your cart



Step 6: Click on the button 'Request Quotation' to initiate the quotation of your chosen parts.

Request Quotation

Step 3: Your full list of recommended parts is shown here

The screenshot shows a 'Recommended Spare Parts Lists' table with a search filter at the top. The table has columns for 'RSPL id', 'Description', 'Status', and 'Type'. The first row is highlighted with an orange box.

| RSPL id | Description | Status | Type |
|--------------|--|--------------------|-----------|
| RSPL00013056 | MV7309 24P NPP - DFE - STDA - MP1MP2,LP1,LP2 | Fully Release | Equipment |
| RSPL00013057 | MV7609 24P DFE STDA - IP1 & IP2 | Fully Release | Equipment |
| RSPL00013056 | TRANSFORMER, 7500KW | Fully Release | Equipment |
| RSPL00013055 | TRANSFORMER, 5000KW | Fully Release | Equipment |
| RSPL00010882 | ELECTRICAL MONITORING SYSTEM FOR FPSO | Partially Released | Equipment |

MANAGE YOUR PARTS STOCK

Review and edit the quantity of your parts stock

Step 1: From the homepage, choose your location

Step 2: From the 'Location' page

- Check the 'Customer Parts Stock' to have the full list of your parts
- Click on 'View all'

Step 3: Move your mouse to the column 'Current Quantity in Stock' until the icon to edit appear, you can update the number stock as your wish

The screenshot shows the GE VERNOVA web application interface. At the top, there is a navigation bar with the GE VERNOVA logo and a menu with items like Home, Recommended Services, Outages, Service Agreements, Cases, Work Orders, and More. Below the navigation bar, there are two main sections: 'DETAIL' and 'MAP'. The 'DETAIL' section is active and shows location information for 'ACME CORP.' including location ID, name, address, and contact details. To the right of the location details, there is a 'Recommended Services (38)' section with a table listing service IDs, names, and commercial statuses. Below that, there is a 'Service Agreements (0)' section. At the bottom right, there is a 'Customer Parts Stock (please update quantities directly) (7)' section with a table listing product names, codes, current quantities, and updated by information. An orange box highlights the 'Current Qty in Stock' column header and the first row of the table, indicating the step to edit the stock quantity.

| Customer Parts Stock (please update quantities directly) (7) | | | | |
|--|---------------------------|---------------|----------------------|--------------|
| | Product Name | Product Code | Current Qty In Stock | Updated By |
| 1 | PIBe2 ECAT Siv 2x16 ... | PC000379274 | 4 | Eric Prudhon |
| 2 | Capacitor, 47000µF 4... | PCM00112 | 5 | Eric Prudhon |
| 3 | Rectifier, Screwed Bri... | PLB700-004146 | 1 | Eric Prudhon |
| 4 | Current Transformer ... | PLB700-000694 | 1 | Eric Prudhon |
| 5 | Resin Cartridge | PC000383945 | 2 | Eric Prudhon |

[View All](#)

REQUEST YOUR LOCATION LIST

Add your favorite locations with installed assets

Step 1: From the homepage

Quick actions

Create a case >

Request a proposal >

Register an asset >

Update your access >

Share feedback >

Step 2:

- You can add the information for your location that you wish to add 'Site name', 'City', 'Country', 'Nature of site', 'Status',
- You can click 'Add Site' to add more locations

LIST OF SITES OF INSTALLATION YOU NEED ACCESS TO

| SITE NAME | CITY | COUNTRY | NATURE OF SITE | STATUS | | |
|-------------------------------------|--------------------------------|-----------------------------------|--|---------------|---|---|
| * Site Name <input type="text"/> | * City <input type="text"/> | * Country <input type="text"/> | * Nature of Site <input type="text"/> | Status New |  |  |

Add Site

By submitting this request you certify that you are legitimate to have access to the information on Power Conversion's installed base at the above listed sites. Your request will be verified and will be turned down if you do not belong to the company owning or operating these assets.

Submit

Step 2:

- Click 'Submit'
- Once your request is validated, you will be notified

FAQS

Can I trust the information on Service 360?

Of course! Information on Service 360 directly comes from Power Conversion's internal databases and is updated in real time. If you find any inaccuracies or missing information; we encourage you to share it with us.

What's next in Service 360?

Service 360 is intended to be a one-stop shop for all your service needs. It is being rolled out to a selection of Customers from Mid 2023 onwards. New features will progressively be made available.

What is the price?

The subscription is free. Future premium features might be limited to customers with service agreements.

Is it safe and confidential?

Yes! Access is protected with login and password granted for each customer individual. Each customer individual can only see information related to a specific list of locations.

GE VERNOVA Power Conversion & Storage

Home Recommended Services Outages Service Agreements Cases Work Orders More

2 Location(s) > 5 Asset(s) > 0 Service Agreement(s) > 18 Recommended Services(s) >
 1 Open Case(s) > 0 Work Order(s) > 0 Request(s) for proposal > 0 Open Modification request(s) >

Map of your asset Location(s) >

Map Satellite

Start your conversation with your GE Vernova contacts.

Quick actions

- Create a case >
- Request a proposal >
- Register an asset >
- Update your access >
- Share feedback >

Call center(s) & Contact(s)

+61 1300193189 (24/7)
 Service Account Manager:
 Service Sales Manager: ge.com

Service(s) recommended for your asset(s) >

| | | | | |
|---------------------------------------|---|-------------|---------------|-------------|
| Planned maintenance every 15y - MV7 > | Minimized unplanned outage, increase availability | Timing: Now | Impact: Major | Show Assets |
| Planned maintenance every 10y - MV7 > | Minimized unplanned outage, increase availability | Timing: Now | Impact: Major | Show Assets |

WE ARE



GE VERNOVA