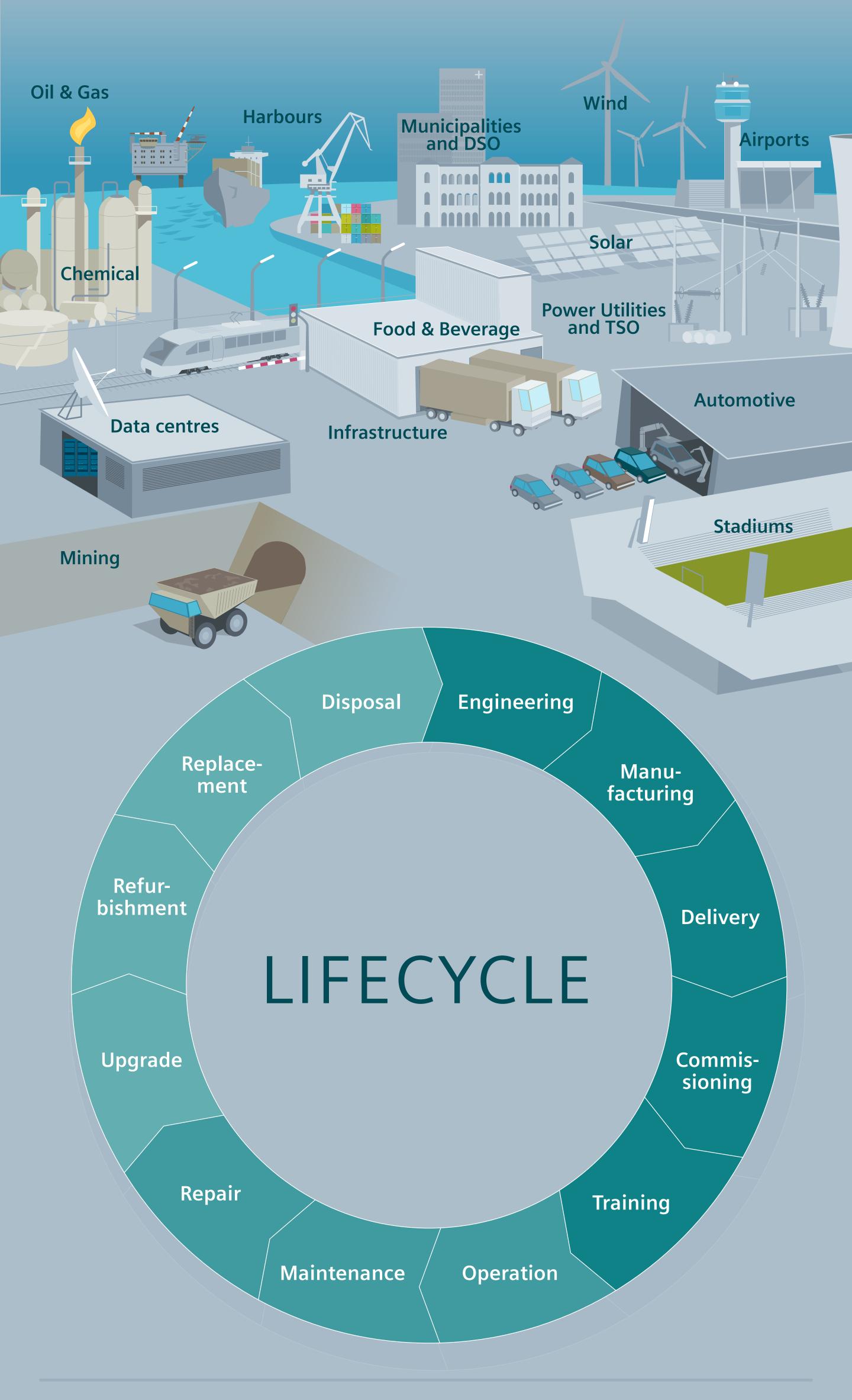
Energy Customer Services

for Critical Infrastructure



Customers' wishes

	-24 Availability	Transparency	Performance	**** Efficient Operations Management
We cover them with our				
SERVICE PROGRAMS:				
FIELD AND MAIN- FIELD AND MAIN- DEPENDENT OF THE STATE O				
REPAIR AND EMERGENCY SERVICES • Repair Services • Emergency Services				
SPARE PART SERVICES • Spare Parts • Strategic Spare Part Program • Spare Part Management • Obsolescence Management				
MODERNIZATION AND RETROFIT SERVICES	5			

• Modernization and Retrofit

Refurbishment

Upgrade & UprateExtension		
	1 1	
DIGITAL SERVICES • Monitoring & Diagnostics • Remote Services • Asset Management • Cyber Security		
TRAINING SERVICES • Product Training • Customized Training • On-site Training • Certification & Qualification		
SUPPORT AND CONSULTING SERVICES • 24/7 customer support • On-site Condition Assessment • Asset Audits		

- Asset Audits
- Asset Consulting

OPERATION

Contracts

On demand Our competence for your individual demands

Frame Agreement

Reliable terms and conditions tailored to your needs

Supply

Availability guarantees for your reliable spare part supply

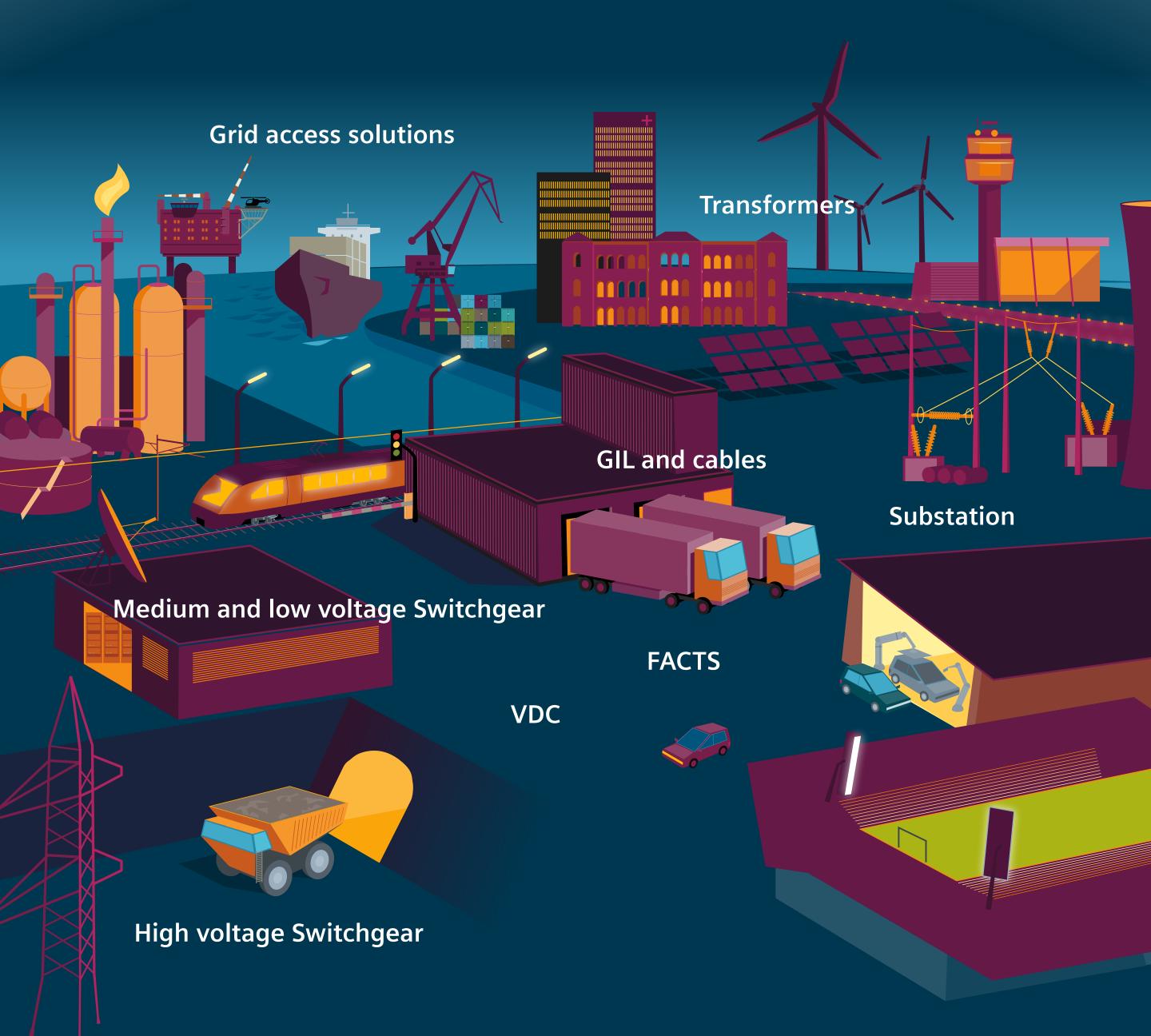
Performance based CONTRACTS

Full Service

Your trusted Partner for the entire maintenance of your assets

Support & Supply

Expert know-how and spare parts supply supporting your established maintenance organisazion



We keep the Grid running