


YOKOGAWA 

Co-innovating tomorrow™

Lifecycle Performance Care Services

Bulletin 43D02A00-04EN



***As your trusted partner,
Yokogawa is always with you
to address your concerns
– whether recognized or hidden.***

Lifecycle Performance Care Services offer
a complete service portfolio to address your challenges.

Our customers face many challenges such as business continuity, enterprise value, and corporate and social responsibility.

Based on our 100 year experience, Yokogawa will contribute by achieving long-term, stable and secure operation.

Yokogawa's Lifecycle Performance Care Services will provide:

- Reliable support 24/7 on-site and remotely to minimize unscheduled downtime
- Commitment to quarter century of sustaining system performance
- Optimization of maintenance cost through lifecycle planning and preventive maintenance

Lifecycle Performance Care Services

Plan & Execute



Flexible planning to
optimize performance,
cost and reliability

Maintain



Timely response to
maximize plant uptime

Protect



Assess and manage
risks to ensure safe
and secure operation

Analyze



Enable readiness and
deliver future insight

Modernize



Maximize reliability and
ROI on plant assets

Service Foundation



Secured Remote Solutions

Service anywhere, provided by SMEs
(Subject Matter Experts)

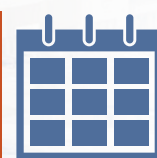


Global Service Network

Sustainable support available around the globe
(230+ Service Offices, 2000+ Service Engineers)

Providing Valuable Service Solutions

Yokogawa provides optimal service solutions to meet your plant needs in order to achieve long-term, stable and secure operations.



Plan & Execute Lifecycle Planning

An optimal Lifecycle Plan for the customer's control systems

Lifecycle Performance Care Services are provided throughout the system lifecycle.

Industrial Control Systems (ICS) go through multiple phases of implementation/operation/upgrade to keep the system performance.

"Lifecycle Planning" is at the heart of our Lifecycle Performance Care Services, creating a long-term preventive maintenance plan and executing them throughout the system lifecycle.

Yokogawa designs an effective Lifecycle Plan that maintains a balance between availability and TCO (Total Cost of Ownership). We focus on designing long-term preventive maintenance, security countermeasures and system upgrades. Based on this plan, optimal service solutions are provided to maintain, protect, analyze and modernize the systems at optimal cost and timing.



Maintain Basic Maintenance

Providing prompt solutions and reliable services 24/7 with comprehensive Global Service Network

At Yokogawa's worldwide network of Response Centers, our technical support engineers are standing by 24/7 to answer various requests from customers, while the Global Response Center in Japan provides valuable backup to these Response Centers. Yokogawa also offers a variety of services that enables quick and effective restoration of your system.

Engineer Dispatch Service

On-site troubleshooting support from a Yokogawa Customer Service Engineer.

Bench Repair Service

Defective modules are returned to Yokogawa for repairs. Customers have the option to either repair or replace the item.

Parts Management

Yokogawa will stock and manage a list of critical spare parts agreed to beforehand which will be made available to the customer.



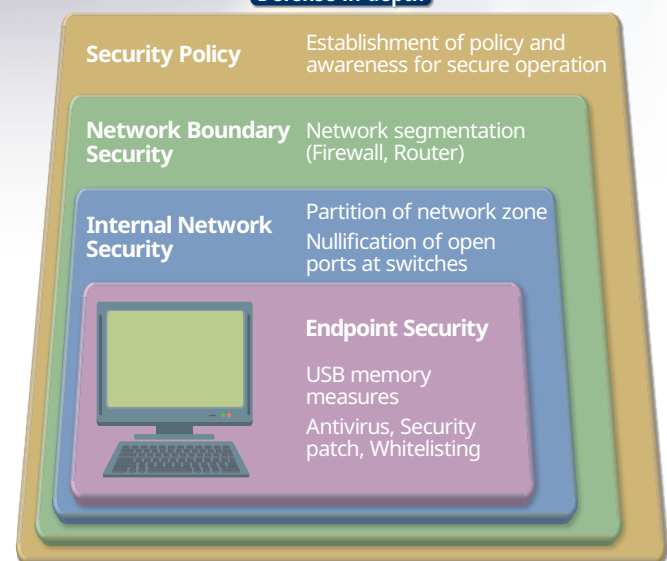
Protect Safety & Security

Delivering solutions to ensure plant safety and security, and enhance operational resilience

To achieve plant safety and security, managing cyber security risks throughout the lifecycle is a necessity.

Based on the defense-in-depth approach, Yokogawa will deliver a wide range of solutions from fundamental services to protect the "end-points" (workstations and servers), network security solutions to protect industrial assets, consulting services to identify and assess security risk, and training services providing the knowledge and skills required for safe and secure operation.

Defense-in-depth



Analyze Asset Health Monitoring

Prevent unexpected failures by monitoring the condition of the plant

Prevents troubles such as sudden failures by monitoring and detecting problems before they occur. In addition, by closely monitoring the system's condition, a suitable maintenance plan can be determined and the conditions incorporated into the lifecycle plan.

The monitoring services gather the following various data and provide evaluation reports.

- ICS hardware/software health data
- Environmental data such as temperature, humidity, corrosion rate and floating dust
- Health data of ICS network equipment, etc.

Preventive Maintenance



Lifecycle

Modernize Technology Refresh

High-quality, seamless upgrading service

Yokogawa provides a comprehensive service for upgrading both hardware and software assets. This is carried out at the best time according to our lifecycle plan, by our experienced and highly skilled engineering team based on extensive know-how and procedures. The service can also be provided utilizing the most-suitable procedures on a step-by-step basis, minimizing risks to the operational schedule and cost of the customer's plant.

Supported products/components:

CENTUM Software Patch/Update, OS, PC, Network device, Printer, Power Supply, Fan, Air filter, Battery, HDD, DVD drive, LCD

Service Foundation Secured Remote Solutions

Secure and controlled access to critical, actionable data at any time and from anywhere

Asset Monitoring

Provides remote monitoring and management for preventive maintenance, improving the overall asset effectiveness throughout the plant lifecycle.

Remote Security Update

Automates and standardizes the delivery and management of vendor-approved Windows operating system patches and antivirus signature updates.

Emergency Recovery

Yokogawa professionals will provide immediate and accurate solutions, contributing to the minimization of mean time to Repair (MTTR).

Remote Operation and Engineering

Enables remote operation and engineering by plant engineers from a remote, centralized control room, leading to efficient plant operation, ultimately saving time and cost.



Global Service Network

Comprehensive Global Service Network supports you with 24/7 operations



Supported by

Global Response Center in Japan
Our global network of 10 regional response centers
More than 230 service offices in over 80 countries
Around 2,000 service engineers internationally

- Response Center
- Service Office
- Network

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