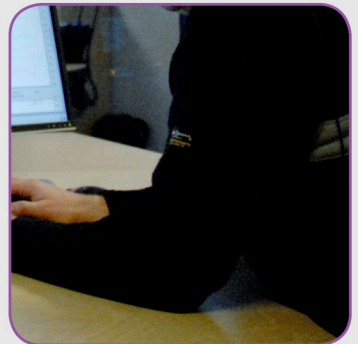


Roxar Technical Support Services

Data Sheet



The Roxar Global Service Centre is built up by a network of regional service centres in Europe, the Americas, Africa and Asia Pacific. Manned by some of the best operatives and engineers, our Global Service Centre supports all your service requirements or technical queries. Our experienced staff will coordinate all communications through the Global Service Centre, ensuring a single point of contact, maximum flexibility and quick response time.

Commitment to serve

All Roxar products are backed by our expert service organisation throughout the product life cycle. From system installation and commissioning to ongoing maintenance and data analysis and reporting, Roxar provides its customers with valuable services and support from our highly qualified and experienced engineering staff and system specialists.

Our resource pool encompasses personnel categories ranging from Field Technicians and Service Engineers to Operations Supervisors and Project Managers.

Maximum flexibility: 24/7

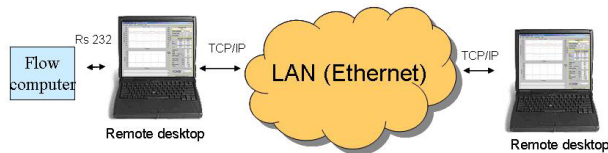
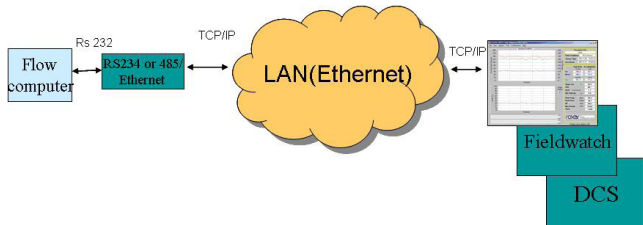
Roxar will provide highly qualified personnel that are certified through our internal training program to provide on-site support services during the projects operational phases. Whether it is a spare parts request, a technical question, or the processing of diagnostic data, Roxar's staff will receive, direct and manage operator queries through a single point of contact.

Please contact your Roxar local representative, or contact us at GSC@emerson.com

Remote technical support

Allowing Roxar to remotely connect to your metering systems, allows for fast diagnostics and problem resolution, minimizing downtime of the equipment, ensuring fast access to specialist support in a cost efficient way.

Roxar will need a secure internet access link to enable our support staff to connect into your metering systems. Roxar will sign an IT security and confidentiality agreement before commencement of this service.



Data validation & engineering support

Roxar offers extensive data analysis activities to ensure peak performance and high reliability. Data validation projects can include reports on data trends, associated analysis and recommendations

Roxar's wide technical competence gives us the flexibility to cover items beyond a normal scope of services. This allows us to implement customized solutions corresponding with each customer's unique requirements - Working together with your personnel and internal resources we can address your specific needs.

Ensuring you have the business critical information you need is an essential part of what Roxar Global Services are all about.

Keeping you at peak performance!

Roxar is a world class provider of customer services. We believe in helping you get maximum value from the technological solutions we deliver and enhance your total customer experience.

We understand the importance of your investment. In an environment of volatile oil and gas prices, it is our job to reduce the financial risk associated with measurement uncertainty.

Our global reach, broad range of services and highly qualified service personnel, supported by our extensive industry experience, enables Roxar to support you throughout the lifetime of your equipment. That is our commitment!



Dedicated service project management

Roxar can provide an experienced Service Project Manager (SPM) for dedicated support during all phases, from equipment delivery through to decommissioning.

The dedicated SPM is the first point of contact in the Roxar organisation, and is responsible for all in-house service support work in connection with testing, installation, pre-commissioning, commissioning, preventive maintenance and decommissioning.

The SPM is responsible for ensuring that capacity and competence requirements are met through allocating personnel, equipment and support services in a timely manner as required in the execution of different phases.

Related Datasheets:



Technical Service Agreement



Installation & Commissioning

Contact us today

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