

MAN PrimeServ



# PrimeServ Assist

powered by MAN CEON

Serv Assist  
Remote Oper

Get **proactive**  
advice to improve  
availability, safety  
and efficiency





# Let's look into your future

**PrimeServ Assist**

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With PrimeServ Assist, you can meet your service-level agreements and keep your workforce and machinery safe with a proactive approach to operation and maintenance.

It all starts with a tiny anomaly. Something just a little bit off in a machine, not noticeable, even to an experienced operator. Unfortunately, this won't go away on its own. Sooner or later, it will have consequences: performance degradation, safety hazards or even failure and downtime.

## Benefits Availability

Your machinery is subject to MAN expertise and advanced analytics at all times. If necessary, you will receive notifications and advice to minimize downtime.

## Safety

Your staff's safety is fully guaranteed. By detecting component wear early, health hazards and threats to machinery value are avoided.

## Efficiency

Your machinery is monitored by MAN experts 24/7. They will detect anomalies and advise you on how to minimize system degradation.

# +200

customers connected in the first year

### What if you could look into the future?

What if you could be aware of and understand a tiny anomaly and its potential consequences in real time? And then do something about it? Thanks to PrimeServ Assist, now you can.



Machine and  
process data

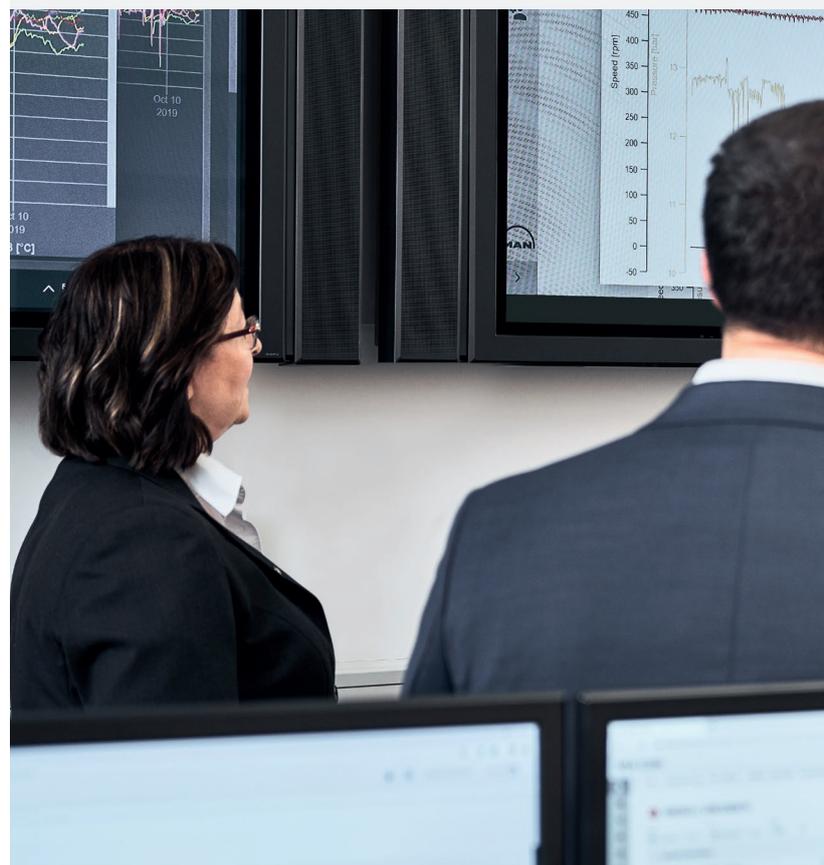
1

# Decision- making made easy

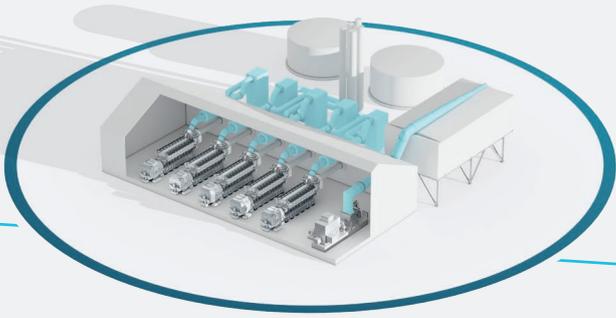
## Introducing PrimeServ Assist

A proactive service solution from MAN Energy Solutions. Get an instant, accurate snapshot of your machinery's status, and advice on how to keep it operating at peak efficiency for longer.

Our experts are here for you 24/7, continuously monitoring and analyzing live data from machinery in the field, diagnosing anomalies and notifying you with valuable operational and maintenance advice.



# The PrimeServ Assist approach



3

**Pro-active expert assistance**

2

**Advanced analytics**



## PrimeServ Assist offer:

- #1 Ad hoc assistance on daily operation**  
MAN experts monitor your data for anomalies and notify you on the MAN CEON platform, enabling you to ensure the availability of your machinery.
- #2 Proactive assistance on maintenance optimization**  
MAN experts evaluate current component condition / remaining lifetime and notify you to enable optimization of your maintenance planning.
- #3 Proactive assistance on efficiency optimization**  
MAN experts will monitor for operating value degradation or long-term trends and notify you to perform system checks or technical adjustments.
- #4 Instant technical support**  
Your engineers on site have direct access to MAN experts to discuss anomalies or elaborate on received notifications, via audio or text chat on the MAN CEON platform.

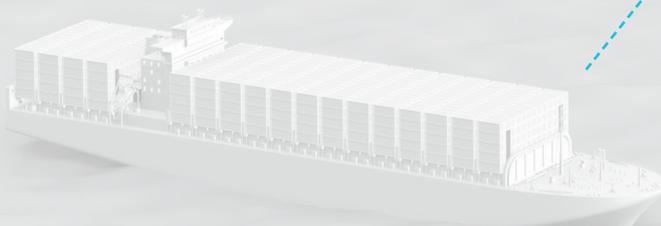


# Connecting you to PrimeServ Assist

Benefiting from PrimeServ Assist requires a connection to the MAN CEON platform to transmit secure, near real-time data from machinery in the field.



Cruise ship



Container vessel



Tanker

## 1 Data collection

Data from machinery is collected by a local gateway device on board or on site.



### Secure SSL/TLS transmission

- One-way transmission via cable or satellite
- Security assured during entire transmission process

## 2 Data transmission

Data is transferred via secure satellite or land link to the MAN CEON platform.



## 3 Data storage and access

Data is stored in the MAN CEON platform and is accessible to you and MAN experts.

**MAN CEON**



Remote  
Operation  
Center

Power plant  
with engines.

## 4 Data monitoring & advice

MAN experts monitor and evaluate data and provide you with adhoc notifications and proactive advice.



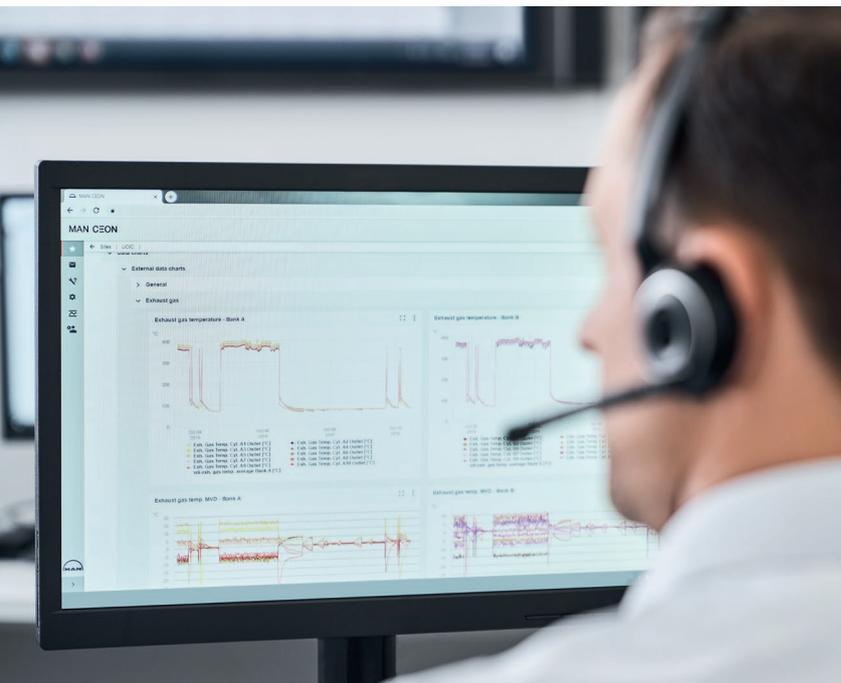
## 5 Customer

Access to all data of all connected machines via MAN CEON. Access to data from connected machines through an intuitive user interface on the MAN CEON platform.



# Algorithms that don't miss a thing

**And MAN  
experts who  
know what  
to do**



**Data is streamed to MAN CEON from your machines, where our intelligent proprietary algorithms detect anomalies. Our experts evaluate the resulting output and if anything is off, they'll formulate a plan of action for your engineers. Thanks to PrimeServ Assist, fleet and plant managers are empowered to increase overall efficiency, while maintenance engineers can proactively optimize their machinery.**

Cylinder liner wall temperature is collected.

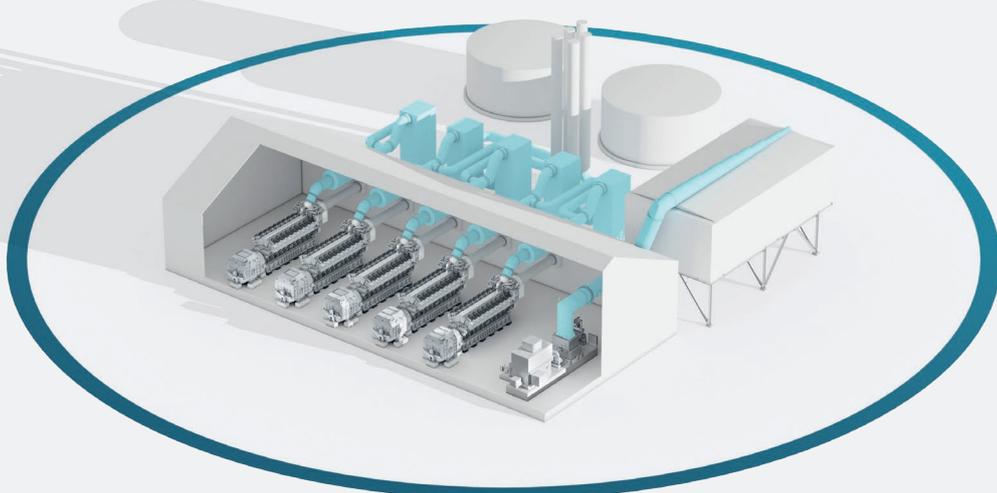
**MAN CEON platform**

1



2

Abnormal temperature spikes are detected in cylinder #2.



4

A focused maintenance or operation job can then be started.



3

You are notified and advised:



Experts in a PrimeServ Assist Remote Operation Center are alerted and evaluate the data. They contact the ship or plant via the MAN CEON platform.

*Dear Chief,  
Liner wall temperature fluctuations in cylinder unit #2 indicate either abnormal wear of the piston rings or damage to the piston ring pack. To investigate further, we advise you to:  
- Perform a cylinder condition inspection through scavenge ports on unit #2 (and other units for reference)  
Please find step-by-step instructions attached.*

# We care about you



7  
days a week

24  
hours a day

365  
days a year

A global network of connected MAN experts is on hand to provide round-the-clock, proactive PrimeServ Assist services and support.

If your organization is interested in MAN PrimeServ Assist, send an email to [primeservassist@man-es.com](mailto:primeservassist@man-es.com) or contact your general sales representative.

For more information, FAQs, a product video and case studies, please visit:  
[man-es.com/services/service-solutions/primeserv-assist](http://man-es.com/services/service-solutions/primeserv-assist)

# Always at your service

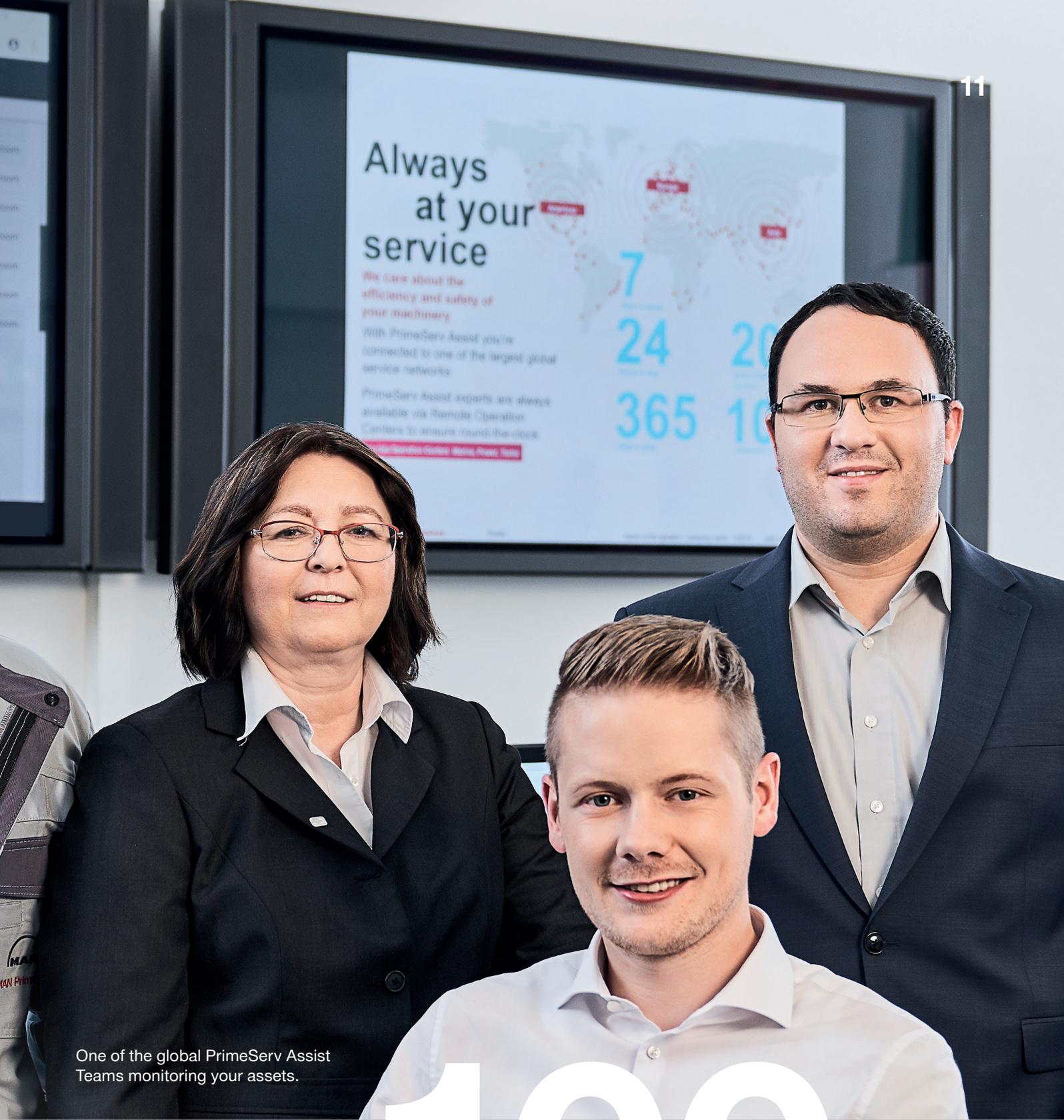
We care about the efficiency and safety of your machinery  
With PrimeServ Assist you're connected to one of the largest global service networks

PrimeServ Assist experts are always available via Remote Operation Centers to ensure round-the-clock

[Global Operation Centers](#) [Mobile Phone](#) [Team](#)

7  
24  
365

20  
10



One of the global PrimeServ Assist Teams monitoring your assets.

# 100%

peace of mind

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