

PrimeServ ASSIST

Marine systems
Energy systems

Leveraging machine data for operational excellence

Better availability,
safety, and efficiency with
proactive support

Everllence

Let's look into your future

Prevent small issues from becoming big problems. With PrimeServ Assist, you get more than monitoring – you get peace of mind. Our experts, supported by advanced analytics, monitor every detail of your engine's performance, spotting the anomalies and providing proactive advice to prevent performance degradation, safety hazards or even failure and downtime.



1,600

connected engines

Benefits

Availability

Your machinery is supported by Everllence expertise and advanced analytics at all times. If necessary, you will receive notifications and advice to help you 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 Everllence experts 24/7. They will detect anomalies and advise you on how to minimize system degradation.

This is how we look into the future

Ad hoc assistance during daily operation

Everllence experts monitor your data for anomalies and notify you to ensure the availability of your machinery.

Proactive assistance to optimize maintenance

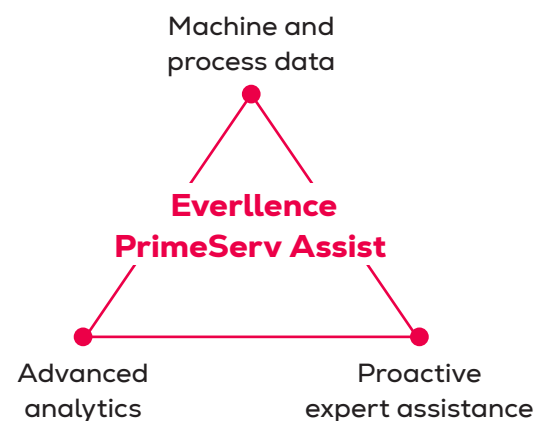
Everllence experts evaluate the current condition / remaining lifetime of components and notify you to optimize maintenance planning.

Proactive assistance to optimize efficiency

Everllence experts will monitor for anomalies in operating values or long-term trends and notify you when system checks or technical adjustments are required.

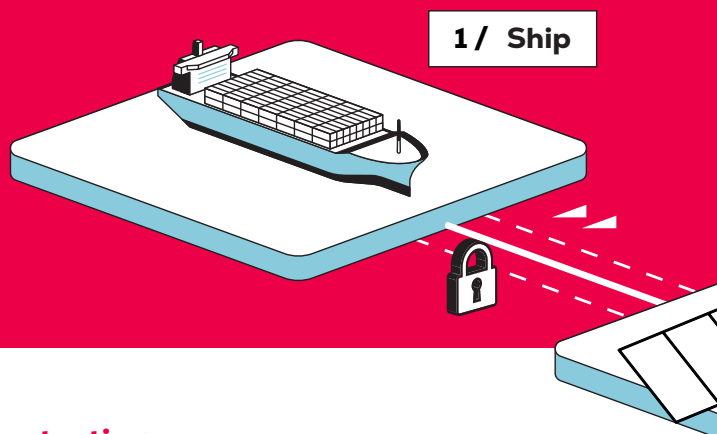
Instant technical support

Through the PrimeServ Assist App, your on-site engineers can directly contact our experts by audio or text chat to discuss anomalies or follow up on notifications.



Connecting you to PrimeServ Assist

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



Secure TLS 1.3 transmission – protecting your data every step of the way

Our system ensures end-to-end security through the entire data transmission process. Whether data is transferred via cable or satellite, advanced Transport Layer Security (TLS) encryption safeguards every connection and guarantees confidentiality and integrity from start to finish. Everllence CEON has achieved ISO/IEC 27001 certification for its Information Security Management System and is recertified annually.

1/ Data collection

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

2/ Transmission

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

3/ Storage and access

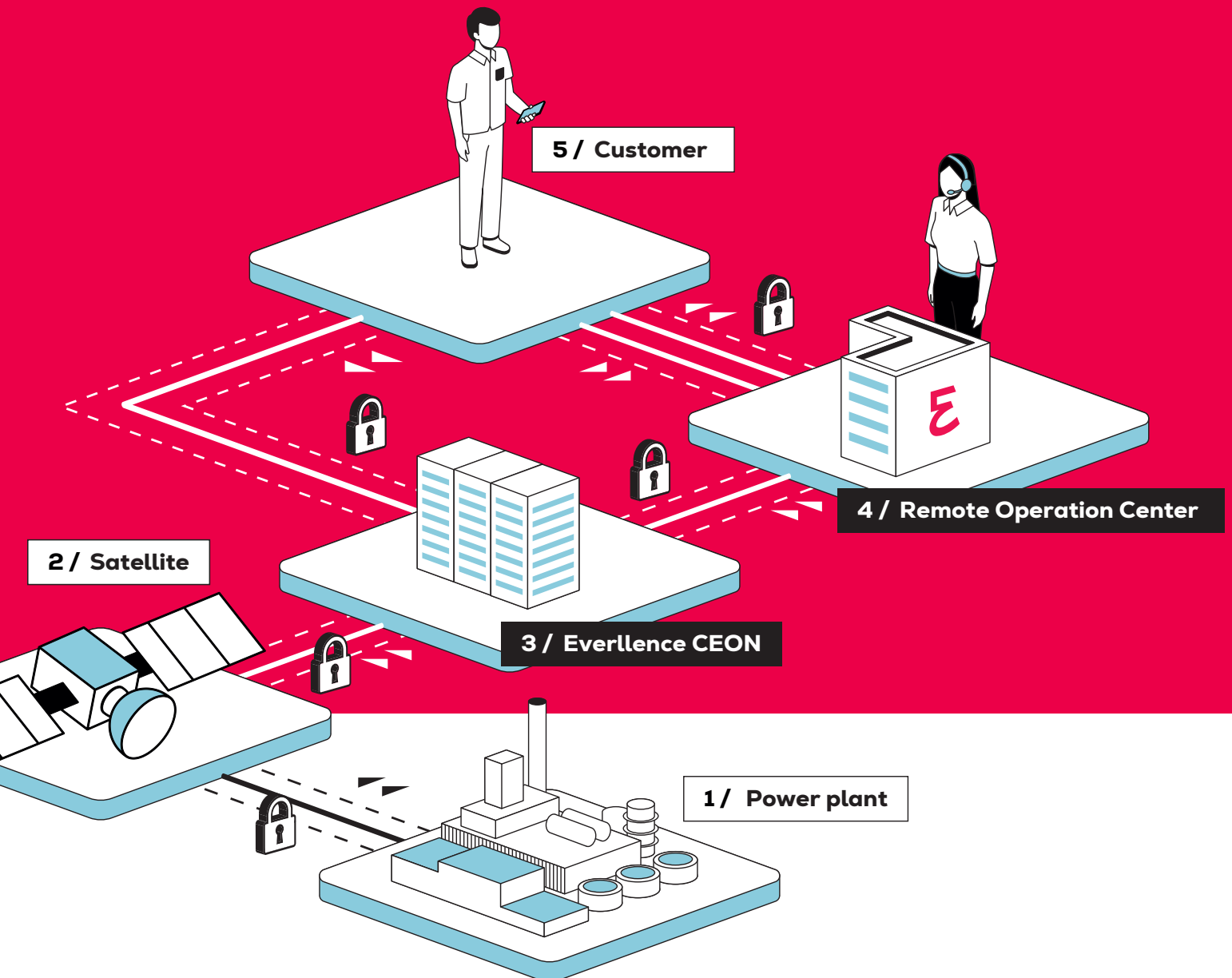
Data is stored in the Everllence CEON platform and is accessible to you and Everllence experts.

4/ Monitoring and advice

Everllence experts monitor and evaluate data, providing ad hoc notifications and proactive advice. The Remote Operation Center (ROC) is available 24/7 for performance evaluation, troubleshooting, and any questions you may have.

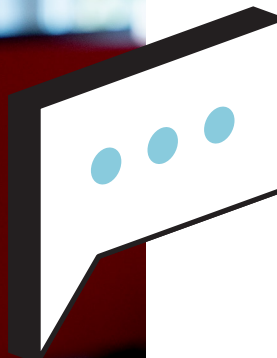
5/ Data access

Access data from connected machines through the intuitive PrimeServ Assist App, with 24/7 ROC support for any questions or assistance you need.



Algorithms that don't miss a thing

Your machine data flows to Everllence CEON, where our intelligent proprietary algorithms detect anomalies. Our experts evaluate the resulting output and, if any anomalies are detected, 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.



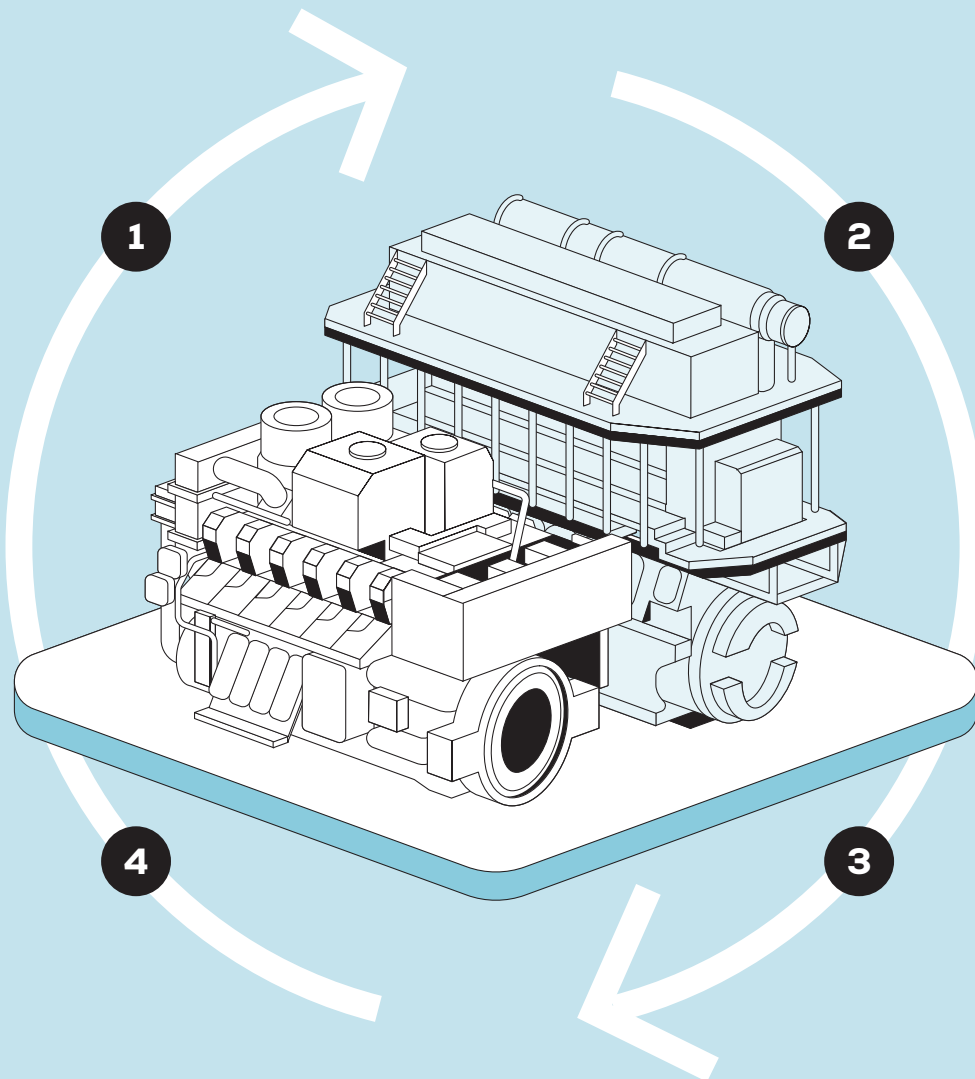
**Our experts are
available 24/7**

1 Everllence CEON platform
Cylinder liner wall temperature is collected.

2 Anomaly detection
Abnormal temperature spikes are detected in cylinder #2.

3 Notification and advice
Experts in the PrimeServ Assist ROC are alerted, evaluate the data, and proactively contact the ship or plant.

4 Solving the problem
A focused maintenance or operational task can then be started.



Sensor data will vary depending on engine type
(e.g. two-stroke or four-stroke)



PrimeServ Assist

Use one or more filters to hide certain data

28/06/2025, 12:41:54

- Fuel Oil Common Rail Pr
- Fuel Oil Common
- ◆ Fuel Oil Com
- ▲ Fuel Oil O
- ▼ Fuel O
- F

12:42
28/06/2025

12:44
28/06/2025

12:48
28/06/2025

12:50
28/06/2025

Setpoint [%]

★ Fuel Oil Common Rail A Press. Setpoint

Pressure Setpoint (%)



We care about your data

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

If you are interested in Everllence PrimeServ Assist, please email the addresses below or contact your general sales representative.

Four-stroke:

digitalservices4s@everllence.com

Two-stroke:

digital-update-dk@everllence.com



For more information and case studies, please visit:
everllence.com/services/offerings/marine-power/digital-solutions/primeserv-assist

PrimeServ

Your strategic service partner

PrimeServ is the dedicated Everllence service brand. Via a network of over 100 service centers worldwide, Everllence PrimeServ provides 24/7 service across the globe. Our range of services includes technical support, consulting, and original equipment manufacturer (OEM) spares, as well as maintenance, repairs, and comprehensive individualized service plans.

Service at its best

- Prompt delivery of high-demand OEM spare parts
- Fast, reliable and competent customer support
- Individually tailored O&M contracts
- Ongoing training and qualification of operators and maintenance staff
- Global service, 24 hours a day, 365 days a year
- Diagnosis and troubleshooting with our high-performance digital services

24

hours a day

365

days a year





Everllence and legacy brands

Everllence PrimeServ is our brand name for high-quality aftersales support for the entire Everllence product portfolio. Through refinements to our products and repair techniques, we ensure and enhance our technological leadership and technical expertise as an OEM for the brands united under Everllence.

SULZER
TURBO

Alpha
PROPULSION SYSTEMS

B&W
MOTOR

B+V Industrietechnik



Paxman

MAN Energy Solutions

SEMT
PIELSTICK

BABCOCK BORSIG

Ruston

Mirrlees
Blackstone



WALLEY
GENERATING SETS



Worldwide service

We offer digital services and upgrades to achieve the very latest standards of performance and efficiency for engines and turbochargers already in service.



Represented in all key markets and major ports, with a network of more than 100 service centers, and with skilled field service managers ready to provide first-class technical support, Everllence PrimeServ is fully prepared to provide 24/7 service, wherever you are. We support power plants, marine engines & systems and turbomachinery, offering reliable technical support when you need it most. Our service solutions include OEM spare parts, engine and machinery maintenance and repairs, customized service agreements and individual consulting.

For existing equipment, our holistic retrofit and modernization solutions keep your engines or turbochargers up-to-date and at optimal levels of reliability, availability and economic efficiency. Through cutting-edge digital technology we're able to increase performance and minimize downtimes, while our remote connections enable live data analysis, ensuring quick, effective solutions. Everllence PrimeServ Academies provide expert training courses around the world, developing the operational and maintenance skills required.

For more information please visit
www.everllence.com/services

Get your engines connected





Interactive experience

Download our Everllence Brochure Store app from the App Store or Google Play Store. Use its exciting interactive features to explore our complete range of products and services. Suitable for iOS and Android.



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MAN Energy Solutions SE has been renamed to Everllence SE and its products are being rebranded from "MAN" and/or "MAN Energy Solutions" to "Everllence". As this is an ongoing process, any reference to "MAN" and/or "MAN Energy Solutions" is actually a reference to "Everllence".

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