Mitsubishi Power Systems offers real-time monitoring and advanced prediction of potential problems through a 24-hour Remote Monitoring Center (RMC) located in Orlando, FL - the only real-time monitoring facility in the industry using this proactive philosophy.

Data Acquisition and Diagnostic Tools
All data points received from each unit are streamed into the RMC every one to three seconds, and stored for no less than two years for historical reference, making this system a very dynamic troubleshooting tool. Approximately 1,000 to 1,200 data points are monitored for each gas turbine configuration, including all of the auxiliary system information. Examples of parameters monitored for a standard gas turbine unit include:

- Ambient Conditions
- Hot Gas Path Conditions
- Combustor Dynamics (CPFM)
- Control System Features
- Vibration Indications
- Valve Demand, Position and Feedback Signals
- Auxiliary System Parameters
- Alarm Indications and Set Points

The MPS remote monitoring package may be applied to any or all of the equipment located at site. This universal monitoring system can be installed on any OEM or non-OEM equipment, increasing its capabilities to provide total plant monitoring.

RMC operators and engineers have the ability to trend all of this information, or display it in tabular form, for quick comparison during troubleshooting exercises and root-cause evaluation. RMC-developed troubleshooting guides and a complete library of unit-specific drawings, procedures, and control logic diagrams are used by the RMC staff to assist the customer in everyday plant operations. A unique set of Customer Relationship Management (CRM) tools, including a web-based journal, service request system, and lessons-learned database, are used to document and track the daily events at each site. Standardized reports are used to give the end-user insight into the performance, availability, and efficiency of their power plant and to provide suggestions on how to improve the operating capacity of the monitored equipment.
24-Hour Access

The RMC utilizes a web-based system, allowing customers and the RMC staff access to real-time unit information from any computer in the world. RMC Operators and Engineers have the ability to log into every aspect of our monitoring system to provide timely assistance and support during off-peak hours. Customers use this web feature to view current plant conditions and operation history while away from the plant.

Customers may also contact the RMC utilizing the toll-free RMC Hotline at any time – our phones are manned 24-hours a day.

RMC Staff

The RMC is staffed with highly trained and experienced Operators, Controls / Tuning Engineers, and Mechanical Engineers. The RMC Operators work 12-hour rotating shifts, representing our front line of customer assistance, and use their vast knowledge and experience to develop the diagnostic tools utilized by the RMC staff. The RMC Controls / Tuning Engineers multi-task as field service engineers and as in-house control system experts, offering around the clock root-cause analysis of all controls-related issues. The RMC Mechanical Engineers coordinate the production of our predictive modeling software and primary data acquisition systems, as well as the preparation of root-cause analysis and reporting functions. An entire group of IT personnel - consisting of network administrators, database analysts, and web-developers - support the RMC operation.

All of the necessary tools required to maintain an advanced monitoring and diagnostic center are located within the walls of the RMC. The data acquisition system, predictive modeling programs, troubleshooting guides and techniques, CRM database, and web-based customer information is developed and maintained by the RMC staff, making our staff the experts in remote monitoring services.