



DOBLE CLIENT SERVICES GROUP  
THE FULL DOBLE COMMUNITY PROMISE  
EXPERIENCE. KNOWLEDGE. INSIGHT.

DOBLE ENGINEERING COMPANY



## DOBLE CLIENT SERVICES GROUP: THE FULL DOBLE COMMUNITY PROMISE

Worry-free equipment, customized service, unbiased expertise and integrated resources instantly fortify your current diagnostic testing processes and fulfill all your power testing needs

For even the most experienced technician, situations in the field are rarely black-and-white.

Having a Doble Client Services Group membership contract, gives you certainty and reliability. Make the right interpretation and the right decision – the first time and every time. Trust that your testing and diagnostic instrumentation is state-of-the-art and works on demand, or will be replaced within 24 hours. Train your test technicians and power engineers on the most current test practices and procedures.

For a century, Doble has been the independent community hub for the global power industry, providing comprehensive testing equipment, unbiased insights, education and professional development, training and best-practices.

Nowhere in the world will you find a more concentrated or experienced group of Power engineering peers and leaders than with the community of than with the community of Doble engineers, clients like yourself, and 'client committee' members.

As a Doble Services Client, you gain the full Doble experience. You join this vast standing community of experts. You gain access to the industry's most comprehensive resource libraries on the power grid. You also learn what your peers are doing, and what apparatus troubles and failures other electric power companies are experiencing.

Free from the distraction of vendors or commercial interests, the Doble Client Service Group provides each member a highly individual experience that draws upon a wealth of resources.

Ultimately, your organization gains the tools and knowledge needed to maximize power delivery by increasing reliability, and reducing unplanned outages caused by preventable equipment failures.

Today, more than ever, you need to invest and use your workforce and capital resources wisely across the ownership cycle of every asset on the grid. Take advantage of the full Doble community promise.

# ONE DOBLE

## ADDRESSING YOUR COMPLETE ASSET OWNERSHIP CYCLE

Maintaining the health and fitness of most things, mechanical or living, requires a comprehensive approach. Delivering safe, reliable power requires that every phase of an asset's lifecycle is considered — from planning and design and through the continuing education of technicians.

Doble delivers solutions that specifically address the concerns and challenges faced at every distinct step to ensure better and longer performing assets.

### ○ PLANNING

Improve your planning process with services such as procurement consulting, commissioning design and test planning taking into account your maintenance, replacement, and repair strategy for a more reliable system

### ○ DIAGNOSE

From testers, analyzers, surveyors and through to enterprise management systems and insulating materials laboratories, Doble's diagnostic tools and laboratory services help you understand what went wrong, so you can better plan and prevent future occurrences.

### ○ MANAGE

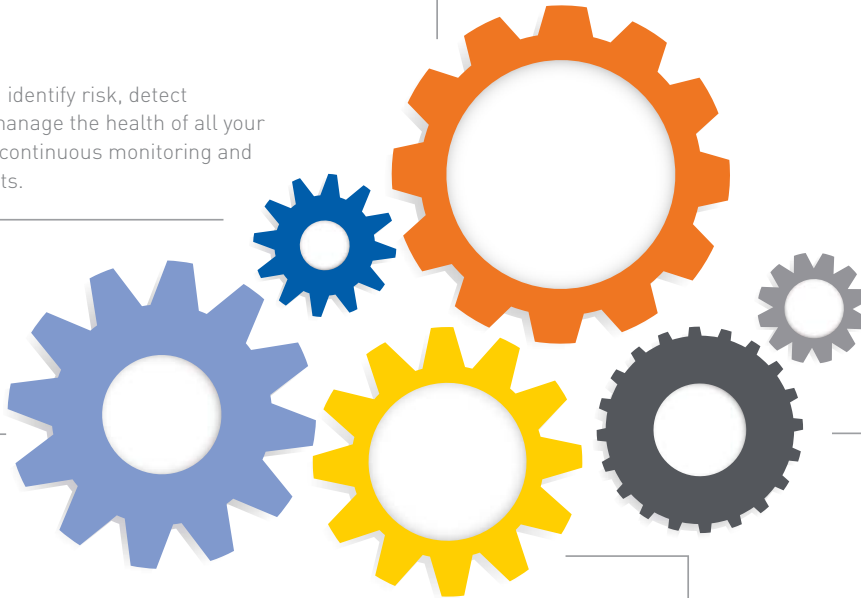
Doble helps you identify risk, detect problems and manage the health of all your assets through continuous monitoring and risk assessments.

### ○ PREVENT

Doble tools help prevent costly unplanned outages by identifying and detecting early indicators of damage, wear and malfunction.

### ○ EDUCATE

On the pulse of our industry, Doble provides training, industry conferences, education and The Doble Knowledge Database.



# THE DOBLE CLIENT SERVICE ADVANTAGE

When you become a Doble Client Service Group member, a team of engineers has your back. This resource – backed by the deepest knowledge base in the power industry – is always there when you need it: when there's a problem, a question in the field, and when schedules are tight.

You gain access to:

- Over 30 field experts with more than 600 cumulative man-years of combined industry experience.
- 2500 power engineer community members – accessible via online forums and events.
- 32 million technical and maintenance data points, on over 100,000 assets, collected over decades.

Doble Client Service members renew year after year, decade after decade – because of the many benefits of membership:

## KNOWLEDGE

Become the “go to” person in your company on apparatus reliability and maintenance.

## CONFIDENCE

When there's an issue, we answer questions in real time, while the tester is still out in the field so that mistakes can be detected or investigative tests can be performed before an asset is returned to service.

## BEST-PRACTICES

Gain the insights and best practices of the very best of the industry, based on actual field experiences worldwide, to keep your operation performing in peak condition. Anticipate issues based on troubles and failures being experienced throughout the industry, accurately decide on asset repairs versus replacements, discover different operating philosophies and practices, and stay up to date on technical advancements.

## RELIABILITY

Never be in possession of obsolete, battered or inaccurate test equipment. If any problem is encountered, a complete replacement test set is shipped within 24 hours. All test sets are constantly updated with the latest engineering enhancement and newest features.

**“YOU GUYS ARE DEPENDABLE,  
NOT JUST YOUR EQUIPMENT  
BUT YOUR PEOPLE.**

**I CAN PICK UP THE PHONE AND  
GET MY QUESTIONS ANSWERED  
IN A TIMELY FASHION, THAT'S  
WORTH SOMETHING”**

Ferguson Electric  
Paul Reily, President

# GET THE MOST FROM YOUR DOBLE CLIENT SERVICE ENGAGEMENT

A perpetual warranty, equipment upgrades and worry-free use of Doble test instruments is only the beginning. Doble Client Service engagements support every aspect of your testing and diagnostic needs.

We are your long-term workforce development partner and your emergency expert on-call when situations are urgent. Take full advantage with:

- **Unlimited expert consultation** with a dedicated Doble Principal Engineer on matters related to testing procedures, test data analysis and apparatus maintenance. Doble's Client Service engineers serve as an extension of your own team, providing the assistance you need to manage your assets.
- Maintain and improve your staff's skill set with five days of **on-site training** every year. Doble's experienced engineers tailor training to your needs, including testing theory and techniques, how to apply the right test to the right situation, and hands-on field testing and test results analysis.
- Doble also offers on-site transformer factory test training, for impartial perspective and report analysis for additional fee.
- Access the '**Ask Doble**' **Technical Exchange Forum** where 2500 industry power engineers exchange knowledge, share advice, discuss problems and successes, poll peers for vendor recommendations, and get feedback and ideas.
- Take advantage of **Doble material insulation laboratory services** to provide answers and solutions based on a wide range of testing capabilities – from the standard to the highly specialized customized test protocols for unique cases.



# PARTICIPATE IN THE ANNUAL INTERNATIONAL CONFERENCE OF DOBLE CLIENTS

This is the leading forum in the world dealing with day-to-day issues involving apparatus problems. Interact with peers, leading experts and industry vendors. Doble may be considered as the de-facto industry association, and hosts this premier event that is created by Doble clients, for Doble clients.

## ACCESS THE DOBLE KNOWLEDGE RESOURCE LIBRARY, ARGUABLY THE DEEPEST COLLECTION OF REAL-WORLD BEST-PRACTICE AND BENCHMARKING DATA

- Library of Reference Books/Guides
- 50 years of Doble Conference proceedings
- Apparatus Manufacturer's Service Advisories
- Industry Trouble and Failure reports
- Doble Client Tutorials
- Doble SFRA Resource Center
- Doble Partial Discharge (PD) Resource Center
- Doble Insulating Materials Resource Center
- Doble Protection & Automation Resource Center
- Doble Relay Test Plan Library
- AskDoble archive

This also includes access to Doble's database of more than 25 million apparatus test results.

WORKFORCE TRAINING

FIELD TEST

KNOWLEDGE RESOURCES

CONTINUOUS LEARNING

ASSET PROBLEM

EMERGENCY SERVICE

24 HOUR REPLACEMENT, OR ENGINEER ON THE PHONE WITH YOU IN THE MIDDLE OF THE NIGHT TO WALK YOU THROUGH INTERPRETATION AND NEXT STEPS

Join and participate in the activities of the nine doble client technical committees.

Be a part of the industry conversation.

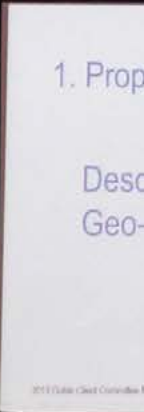
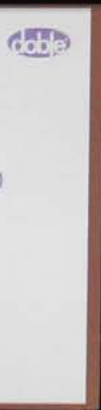
# DOBLE IS WITH YOU EVERY STEP OF THE WAY.

From products to training via our consulting services offering, we're here to support clients' critical infrastructure and the workforce that manages it. Our mission is simple – to facilitate robust interactions among our global clients in order to bring measurable value to their organizations.

Contact us to learn more about becoming a Doble Client Service Group member today.

"I RECEIVED EXACTLY THE  
TRAINING I EXPECTED,  
I AM VERY PLEASED"

Entergy Pilgrim



# A CLIENT SERVICE AGREEMENT: IS IT RIGHT FOR YOU?

Client service members see the value most clearly when there's a problem in the field, when an issue arises, and when pressure is high. For example:

1. You just learned that a breaker failed at a utility on the other side of the world. You have the same circuit breaker. This early warning gives you critical lead time to diagnose that your breaker has the same potential failure mechanism – before crisis hits you.
2. You're having problems with a specific transformer. You gain powerful insights in learning that, in fact, 5 other utilities are having that same problem with the same asset.
3. You are commissioning a substation and the schedule is tight. Your test set was damaged. You receive a new one, the next day.
4. You are in a substation testing a transformer. The results look unusual but you are not sure and there is pressure to re-energize it. Talk with an expert in real-time to determine your options: reenergize with confidence or plan for corrective maintenance. Get the answer while the tester is still out in the field, so that mistakes or investigative tests can be performed before the transformer is returned to service.
5. You have elevated test results on a specific apparatus but your boss is questioning your analysis. Compare your results with a population of hundreds of identical apparatus and graphically show that your results are substantially higher than the norm.
6. Set your own strategic agenda to increase reliability, decrease cost, extend apparatus life, and enhance personnel safety from your interactions at the Doble Client Services Group Fall Committee Meeting where you can become an active voice in the industry.
7. Your boss assigns you to solve a problem that is affecting the reliability of substation equipment. Network with over 2,000 other utility engineers via our e-mail discussion forums and conferences, and receive support and assistance from colleagues to your questions, concerns and failures.

With over 80 years of service to the electric power industry, Doble Engineering continues to be the world leader in apparatus maintenance and power management for energy delivery.

[www.doble.com](http://www.doble.com)

This brochure is solely the property of the Doble Engineering Company and is for promotional use only. Doble and the Doble logo are trademarks of Doble Engineering Company. Copyright ©2014 By Doble Engineering Company. All Rights Reserved.

