

Outage Control Center

Achieve your outage performance goals with Framatome Outage Control Center, a 24/7 single point of contact for normal operations, outage execution or emergent response.

Challenge

One of utilities' top priorities is securing operational excellence. Tangible results that ensure safety, quality, performance and delivery are paramount. Utilities want a vendor that can deliver innovative solutions that:

- Increase task safety and efficiency
- Reduce cost, dose and time on critical path
- Resolve emergent issues quickly
- Improve plant performance

Having a single point of contact available 24/7 is critical to ensuring continued success.

Solution

Framatome's Outage Control Center (OCC) is at the heart of operations and provides vital central monitoring and response to utility customers' outage operations, emergent response needs or during normal operations on a 24/7 basis throughout the year. Based at Framatome's Operational Center of Excellence in Lynchburg, Virginia, USA and in Erlangen, Germany, the OCC strengthens our commitment to customers helping to achieve their outage performance goals. This center acts as the "one face of Framatome" and provides the foundation to support utilities with field project execution to emergent response. The OCC objectives are to:

- Create a forum for leadership to easily communicate with outage management ensuring critical issue ownership and closeout
- Strengthen service delivery with centralized monitoring and emergent issue response
- Rapidly disseminate operating experience and lessons learned when significant issues occur
- In addition, the OCC is the first point of contact for the SAFER Control Center in the event a beyond design basis external accident occurs in the USA.

**Your performance
is our everyday commitment**



Customer benefits

- Single point of contact during normal operations, outage execution or emergent response
- Facilitates timely communication between utilities and appropriate Framatome product line
- Forum for leadership to communicate daily with Framatome outage management to identify risks and provide proactive solutions to "what if" scenarios
- Strengthens outage service delivery performance with centralized, 24/7 emergent response potentially saving critical path time
- Engage senior business unit leadership to ensure critical issue ownership and timely closeout
- 24/7 single point of contact – 434.832.3777 (USA) or call your dedicated on-site outage representatives (Germany)

Contact:

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