



Remote Diagnostic Monitoring Services (RDMS)

**DETECT ISSUES EARLY.
KEEP YOUR OPERATIONS RUNNING**



**SAFER
GREENER
SMARTER**

SGS

In an asset-intensive world, equipment reliability can't be managed reactively. It's time to move from "fix it when it breaks" to "know before it fails"

THE COST OF THE "HIDDEN" FAILURE

Unexpected downtime and rising maintenance costs don't happen overnight. They start with small, hidden equipment issues. As Industry 4.0 digitises the industrial landscape, real-time visibility is no longer a luxury; it is the baseline for managing operational risk and protecting your bottom line.

Regardless of industry, asset managers face the same challenge: keeping critical equipment running while controlling maintenance costs and operational risk, no matter whether operations involve manufacturing, mining, energy, utilities, logistics, or processing environments.

ENSURE UPTIME WITH RDMS

SGS Remote Diagnostic Monitoring Service (RDMS) bridges the gap between asset data and decisive action. We provide a one-stop reliability solution for critical rotating equipment, combining continuous data collection with SGS expertise to support informed decisions and improved asset performance. Our solution is designed to support asset-intensive operations with a fixed-fee OPEX model that scales with your business.



Extend asset life and reduce unplanned downtime



Deliver high-quality insights for asset condition scoring and service reporting



Align with customer specific needs for shutdown reviews and lifecycle planning



Support compliance, safety, and operational excellence through real-time diagnostics

WHY RDMS WORKS FOR YOUR BUSINESS



Real-Time Risk Mitigation

24/7 remote monitoring that detects abnormal conditions before they become critical



Decision-Ready Intelligence

Certified specialists translate complex data into clear, prioritised maintenance actions



Integrated Technical Support

Close the loop with onsite validation and corrective services from our engineering experts



Scalability

A fixed-fee OPEX model that provides predictable costs while scaling with your asset base.

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FROM ANALYSIS TO ACTION: THE RDMS ECOSYSTEM

Our maintenance-centric digital platform enables you to monitor the condition of your machine utilising vibration analysis and other predictive technologies



Data collection

Data collected via smart sensors:

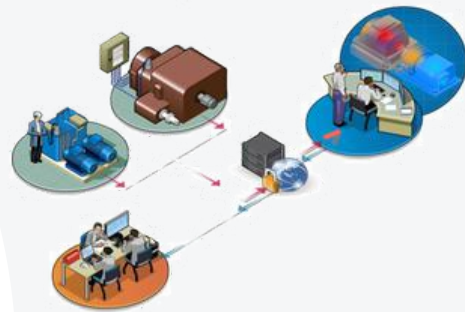
- Full-service ecosystem combining monitoring, diagnostics, reporting, and onsite support
- Wi-Fi-enabled devices for seamless real-time data collection



Expert Analysis

Once vibration data is collected, our remote team of level 3 and 4 vibration experts analyse the data and report findings within 24 hours

- Comprehensive alarm management with unlimited alarm access
- Actionable insights and onsite support, delivered through the Advisor Program with quarterly Falcon diagnostics



Actionable Data

Analysed by certified experts. The results are immediately available in the Advisor Dashboard. We advise on the how, what, and when to fix each problem.

- Monthly reports for monitored machines
- Four annual assessment reports for non-monitored equipment



Corrective Action

If machine faults are identified, maintenance becomes the next logical step. We will be by the client's side throughout the entire process

- Integrated repair and transport support through SGS Industrial Labour Supply
- Balancing & alignment available as standalone or integrated services



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WHY CHOOSE SGS

We deliver a complete reliability ecosystem backed by a globally trusted organisation, delivered locally across Australia and New Zealand.

- Customisable Dashboards: Access via browser or mobile
- Comprehensive Reporting: Monthly deep-dives for monitored assets and quarterly assessments for non-monitored equipment
- Predictable Costs: A fixed-fee model that eliminates budget surprises



CONTACT US

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The SGS logo, consisting of the letters 'SGS' in a bold, white, sans-serif font, with a vertical line to the right of the letters. The logo is positioned in the bottom right corner of the page, overlaid on the background image of a worker.