

Vestas Remote Operations Centre (ROC)

Benefits of Vestas ROC

- 24/7 monitoring
 - Minimisation of turbine downtime thanks to timely fulfillment of maintenance needs
 - Improved synergies in maintenance planning and logistics
 - Risk mitigation of major equipment damages
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World-class monitoring and controlling services for optimal wind park operation

Improving the business case of your investment

Vestas Remote Operations Centre (ROC) is a Vestas Service extension using Vestas global presence and resources to deliver specialised wind turbine monitoring and error reporting. 24/7 real-time turbine monitoring allows for timely identification of turbine failures and fast implementation of corrective actions. Vestas ROC significantly reduces turbine downtime while facilitating synergies in maintenance planning and logistics, thus improving the business case of your investment. Leveraging the expertise of the professionals working in the ROC team, Vestas ROC supports to optimise performance of wind power plants.

Basic services of Vestas ROC

- 24/7 remote monitoring
 - Remote resets
 - Automated notifications (SAP, SMS, email)
 - Advanced remote troubleshooting
 - Standard reset protocol
 - Automated monthly reporting
 - Monitoring of turbines manufactured by different OEMs
 - Reporting on ROC related data
 - Serious incident emergency response
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Advanced services of Vestas ROC

- Call outs
 - Custom alarm protocol
 - Substation monitoring
 - Power control options
 - MW park output changes
 - Voltage set points
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Looking after your wind power plant

Vestas ROC continuously monitors and analyses wind turbines data, providing monthly status reports. When an alarm is notified, the ROC team generates an alarm report and recommends an effective solution. Being fully integrated with Vestas Service, VDC, and SCADA, Vestas ROC further facilitates synergies and cost-efficiencies in maintenance planning and logistics. This way, turbine downtime is minimised and performance of your wind power plant is optimised.

Vestas ROC services

Vestas ROC offers a large suite of real-time monitoring and controlling services to optimise the operation of wind parks. These include 24/7 remote monitoring, exclusive tracking of RTM notifications in SAP, automated reporting, advanced remote troubleshooting, remote resets, and serious incident emergency response. Additional advanced Vestas ROC services such as customised reporting frequency and alarm protocol, software uploads, substation monitoring and switching, power control options, and voltage set points are available as an option. Moreover, Vestas ROC provides first level support on monitoring the Vestas IntelliLight® system and acts as a grid control centre enabling production in line with market pricing.

Global expertise at your service

Vestas Remote Operations Centres are located in the USA, Spain, Germany, India, and Philippines. The ROC team is composed of highly experienced professionals and experts looking after wind turbines 24/7/365. Having ROCs located across different regions, the ROC team is also able to exchange knowledge and tasks worldwide. Leveraging Vestas digital capabilities and global presence, Vestas ROC provides customers timely identification of issues and adequate responses. In addition to that, Vestas ROC is equipped with scalable technical infrastructure which enhances problem analysis, troubleshooting, communication with site technicians, and tracking of corrective actions.

Availability of Vestas ROC

Vestas ROC is available as an after-sale solution to Vestas customers under AOM 1000-2000 contracts and goes beyond Vestas to cover also the following wind turbines brands: Suzlon®, Servion®, Gamesa®, GE®, DeWind®, Acciona®, Nordex®, NEG Micon®, Siemens®, Clipper®.

For more information

For more information contact your local [Vestas Sales & Service office](#).

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