



**Global
Hydro**

HybridService

HydroxOptimize combined with Service

Digital Intelligence Meets Human Expertise

Hydropower operators today face increasing demands for efficiency, reliability, and cost control. **HybridService by GLOBAL Hydro** is our answer: a next-generation support model that seamlessly blends digital intelligence with hands-on expertise. By integrating advanced platforms like **HydroxOptimize**, we enable a substantial share of inspections and diagnostics to be performed remotely, leveraging real-time data analysis and **AI-powered recommendations**. This digital core transforms your plant into a smart, self-optimizing asset — reducing downtime,

boosting output, and empowering your team to make data-driven decisions.

Our business model is designed for flexibility and customer value: HybridService adapts to your needs, **combining remote and on-site** services, and offering transparent reporting, downtime guarantees, and extended warranties. Whether for new installations or retrofits, HybridService and HydroxOptimize deliver measurable results and a future-proof solution - ensuring your hydropower operations are always one step ahead.

What Makes HybridService Unique?

Seamless Integration

HybridService connects digital monitoring, predictive analytics, and classic on-site support into one powerful package. Routine inspections are digitalized where possible, and on-site activities are tailored to actual needs, not fixed schedules.

Maximum Flexibility

Customers can choose the right mix of remote and on-site services - ranging from digital diagnostics to expert field interventions. Routine tasks are documented in a digital service logbook, empowering operators to handle basic maintenance themselves.

Data-Driven Decisions

Real-time insights, AI-powered recommendations, and transparent reporting enable smarter, faster decisions. HydroxOptimize continuously analyzes turbine or generator and many other data, detects anomalies early, and delivers actionable recommendations.

Proactive Maintenance

Issues are identified before they become problems, reducing downtime, extending equipment life, and optimizing performance. Automated inspections (e.g., oil quality, closing speeds) further reduce unnecessary site visits.

Cybersecure & Compliant

HybridService is designed for the highest standards of data security and regulatory compliance – whether cloud-based or on-premises.

Your Benefits at a Glance

Higher Availability

Fewer unplanned outages thanks to predictive maintenance and early warning systems.

Lower Costs

Digitalization makes it possible to carry out a large proportion of inspections remotely, significantly reducing downtime costs.

Peace of Mind

Our experts are always just a click or a call away – with digital and personal support.

Future-Proof

Stay ahead with continuous updates, new features, and integration of the latest Hydrox innovations.

Downtime Guarantees & Extended Warranty (optional)

Operators benefit from downtime guarantees and the option to extend warranty period.

How HybridService Works

1 Digital Monitoring

Continuous data collection and analysis via HydroxConnect, HydroxSediSense, and Optimize.

2 Remote Diagnostics

Fast troubleshooting and recommendations from our digital experts.

3 On-Site Support

When needed, our field engineers are on-site for inspections, repairs, and upgrades.

4 Continuous Improvement

Regular reports, workshops, and feedback loops ensure your plant is always optimized.

Ready to Experience the Hybrid Advantage?

Contact us today to discover how HybridService can transform your hydropower operations – for more uptime, less hassle, and a smarter future.

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