

G-Cloud 15 Framework

Service Definition

MachineCare+® Condition Monitoring Service

About Us

Advanced Expert Systems Ltd was originally founded in 1989 to bring the benefits of Artificial Intelligence (AI) systems and solutions to real world challenges. Now known as AES Group Ltd, we have become a leading provider of critical defence, healthcare and commercial information systems and solutions for over 35 years.

AES Group has operations in a number of areas and have a proven track record of successfully delivering critically reliable systems and solutions that meet the complex needs of our customers in military, healthcare and commercial environments.

As an established independent information systems and solutions provider, our reputation has been built on over three decades of successfully delivering advanced information systems and engineering projects. This is evident from our considerable track record and long-term customer relationships.

Our services are able to be individually tailored to your specific needs including the levels of configuration of systems, the types of backups and/or disaster recovery options available, the most suitable maintenance windows for your operations and the required support hours.

As part of our preliminary discussions we will determine your exact needs to allow us to configure each service to your specific requirements. In addition to the technical aspects of the service, discussions will also cover the administrative aspects such as type of onboarding/offboarding support required, user numbers, dashboards and insights, etc. These discussions will also cover the financial aspects of the service including your budget, if service credits are required, and any other core or optional requirements.



Service Overview

MachineCare+® - an Equipment Condition Monitoring service, using Artificial Intelligence (AI) technology to provide 'Condition Based Maintenance', improve equipment availability and reduce maintenance costs. Also provided are Early Failure Detection Service, Failure Investigations, Data Analysis, Software Solutions and AI Expert Decision Support Programs to help organisations and manufacturers achieve cost effective benefits.

Service Features

This service includes the following main features:

- Uses 'In House' Artificial Intelligence and Expert Decision Support Software.
- Equipment availability is improved by facilitating 'Condition Based' maintenance.
- Identifies Failure Trends and recommends detailed asset specific Remedial Actions.
- Asset Health and Equipment Condition displayed by 'Traffic Light' system.
- Condition Monitoring by comprehensive analysis of fluid and electronic data.
- Enables bespoke user display by easily configurable view groups.
- Information securely shared with additional users and agencies.
- Reports can be generated using preconfigured formats or selections.
- Enables diagnosis of failures, with high accuracy, using AI algorithms.

Service Benefits

The main benefits of this service are:

- Cost effective solution to Asset Maintenance Management and Resource Planning.
- Provides comprehensive Equipment Condition Monitoring to optimise maintenance and servicing.
- Provides accurate, comprehensive/consistent and automatic interpretation of data using AI.
- Enables identifying potential failures before they occur with AI algorithms.
- Requires very little input by user/personnel due to AI-process automation.
- Does not require equipment re-design or modification.
- Reduces the resources needed to maintain equipment availability.
- Early identification of a condition that could result in failure.



Standard Service Options

The standard service options available are as follows:

- Telephone and email support and maintenance service by our UK based support teams during normal working hours, which are 9am to 5pm Monday to Friday (excluding public holidays).
- Standard onboarding/offboarding with training provided via documentation and online training.
- This service is provided to the following international standards:
 - ISO 27001:2022
 - ISO 9001:2015
 - ISO 14001:2015

Contact Us



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