



How to choose the right Operations and Maintenance provider

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A plant shutdown, even a partial one, results in a direct loss of yield and can have a significant impact on your revenue. Choosing a reliable and responsive Operations and Maintenance (O&M) provider allows you to anticipate this risk. Here's an overview of the key criteria you should consider to make the right choice.

Technical expertise

Every plant has a **unique set of management requirements**, both for operations and maintenance. There are several technical criteria you need to take into account when selecting your **Operations and Maintenance provider**:

- the O&M provider's experience with **different types of plants** (solar, wind, hydraulic, biomass, storage, etc.)
- its ability to work on **all types of equipment** (both in terms of technical components and equipment brands);
- **personnel certifications and authorizations** (such as the Alliance for Photovoltaic Quality [AQPV] for photovoltaic systems);
- availability of an in-house tech support office that can **respond to specific and general issues**;
- **ongoing training** for technicians to keep pace with market developments.

Proprietary providers: What are the advantages?

A **proprietary provider shares the challenges and problems you face**. It prides itself on being **efficient and methodical** in minimizing production losses, which is a specific and vital issue!

Services offered by the provider

The range of services offered by O&M providers covers a broad spectrum (and varies from one company to the next):

- **preventive maintenance** twice a year;
- **corrective and productive maintenance** when a failure occurs;
- **remote supervision** using a management hub that issues tickets for interventions located all around the world;
- **consulting, diagnostics and expertise** to optimize existing equipment.

Your choice of provider will therefore depend on the services it offers and your pre-defined scope of work.

Additional game-changing services

Some providers differentiate themselves by offering additional services:

- revamping or **upgrading inefficient power plants** to modernize them, optimize operations and extend their service life;
- **a marketplace** for buying, refurbishing and reselling spare parts.

Flexibility and adaptability

The chosen provider must be able to adapt to the company's maintenance system and integrate **existing processes and tools** with its own methods.

If it is only responsible for part of the maintenance, it must be able to establish effective coordination with on-site teams to ensure smooth and functional operations.

Responsiveness and availability

Power plants require constant monitoring and evaluation. That's why you need to keep in mind **where your provider's branches are located** and whether its **technicians are mobile**.

Useful questions to consider

- In which countries/regions is the provider based?
- How are on-call schedules organized?

- Can it provide assistance anywhere, anytime to limit production downtime?

Safeguards and protection

Your peace of mind depends largely on the **reliability of the provider**. If it is **financially sound**, it will be able to accept safeguards, including penalties:

- for extended response times;
- if your plant is unable to operate at least 99% of the time (this is known as an "Infrastructure Availability Commitment").

Rates and competitiveness

Several factors determine the **competitiveness of an Operations and Maintenance provider**:

- the scope of its **operations** to achieve economies of scale;
- its ability to **internalize** a maximum number of services;
- its **network** and market **presence** (for the outsourcing of certain aspects of maintenance at preferential rates).

HSE commitment

Another valuable factor to consider when choosing your O&M provider is its environmental and human responsibility. Pay close attention to:

- the HSE policies in place to ensure the **safety of operators and technicians** on site;
- **sustainability** efforts (recycling, refurbishing equipment, etc.).

With 4.4 GW in operation worldwide, Volitalia's monitoring and supervision system is designed to respond quickly and accurately to your needs. As an owner and a supplier, our goals are aligned with yours: our 350 technicians, support staff and managers provide comprehensive asset management services to ensure a sustainable return on your investment. Keeping your plants running is crucial: leave nothing to chance when it comes to maintaining them!

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