

# Customer Experience

Our Customer Experience Center in Munich, Germany is designed to help customers accelerate the adoption of additive manufacturing across all stages of their additive journey; from product design, to prototyping and through to production - supporting them along the way.

GE views additive manufacturing as a transformative technology – part of the new world of advanced manufacturing. Combined with an entirely new approach to industrial design, GE believes additive can help transform businesses by improving their products, manufacturing operations and opening up entirely new business models.

Opened in December 2017 to support customers in Europe, the Customer Experience Center in Garching (15km north of Munich) includes an operations floor, training rooms and collaboration spaces. Customers can get hands-on learning of additive machines and see what value they bring. The training rooms

provide an excellent environment to learn about the machines, materials, additive design and operations. Specially designed spaces at the center also allow customers to collaborate with the GE team on product design, materials selection, process optimization, and look at the complete product development process. Customers can also request product prototypes and schedule low-rate production of their additive parts. The team will even guide you through what it takes to set up your own additive facility.



## FACILITY

### Machine access

Access to the latest metal additive machines (Direct Metal Laser Melting and Electron Beam Melting).

### AddWorks™\*

Collaborate with our additive experts on product identification, design, material selection, process optimization and on your own additive facility plans.

### Prototypes

Build prototypes and see your product designs come to life.

### Low rate initial production

Build multiple parts and design your operations process prior to starting your own full-rate production.

### Additive Academy™

Receive training from our team of additive experts in all aspects of additive manufacturing.

GE ADDITIVE

# Stay connected

We are committed to helping people like you solve problems like yours with our remote customer experience center.

We have seen a global shift in meetings and events, moving from in-person gatherings to virtual implementations. We have created a remote experience that will allow us to continue to collaborate, to engage people and work together. Unlike many other virtual formats, it is designed to be truly interactive.

## What is it, what is new?

The remote customer experience center is a video-conference format we offer to host with you. It uses a mobile camera system and operator located at the GE Additive Customer Experience Center (Munich, Germany) streaming a GE presenter - live. One session can provide a general tour or a targeted deep dive to explain GE Additive products. The format can be received at any desktop pc, laptop, tablet or smartphone – worldwide.

## What is the purpose?

The remote customer experience center enables you to continue conversations without the need for travel. You can ask your questions directly to the GE Additive speaker and GE technical experts in the session while it happens.



## Where should it be used?

For large groups it helps to differentiate from webinars. But its real interactive advantage comes into play with fewer participants in one session. We try to keep the duration of one session shorter than ~90min in order to have everybody's full attention.

## What is the benefit for you?

It's truly interactive! Both the camera operator and the presenter are connected via video & audio. You can fully engage with them and other people on the call (including GE technical experts).

You can take a deep dive on any GE product. It is an opportunity for you to get your question answered directly.



GE Additive's multidisciplinary core capabilities to help you design and develop advanced solutions to your complex, challenging problems.

## TO LEARN MORE

Contact your regional sales representative.