



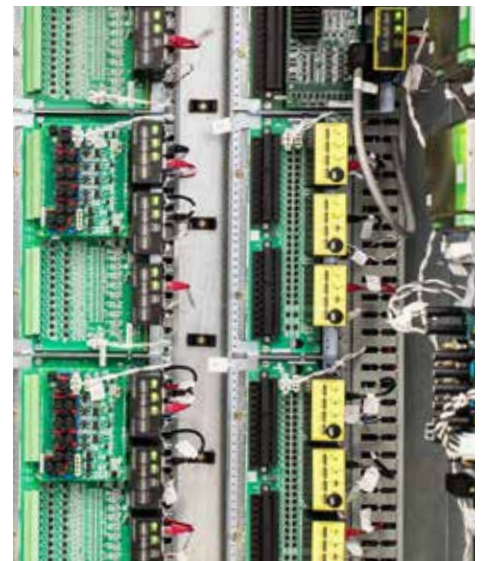
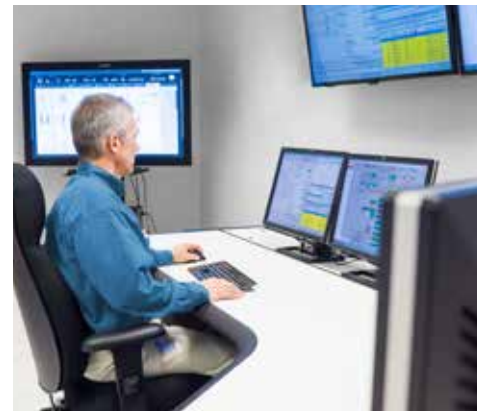
Support Services

GE Intelligent Platforms Control Solutions

Optimize Your Control System with a Services Package from GE

By providing extensive engineering support and by utilizing remote enabled services, a customized services package from GE Intelligent Platforms maximizes the solution lifecycle while keeping downtime to a minimum. Goal-based and scalable, each lifecycle service package comes bundled with your initial system installation.

Optimize process performance and reduce risk by relying on rapid global response from regionally-based service experts. With savings realized through improved efficiency, downtime mitigation and tighter process control, a GE Services package more than pays for itself throughout the system lifecycle.



Life Cycle Services

- Engineering and Consultation
- Spares and Consumables
- Extensions, Upgrades & Retrofits
- Software Service Agreements (Globalcare)
- Maintenance (Remote M&D, Alarming, GPS)
- Training

Benefits

- Minimize downtime & response time for service requests
- Provides a cost effective, proactive way to address changes and upgrade requirements
- Maximize operator and technician knowledge of the DCS
- Provides a single point of contact to customer for service

To learn more about online support, visit our website: support.ge-ip.com

* Eligibility based on system configuration. Specifications and terms are subject to change. Complimentary analysis and report are conditioned upon acceptance of the Terms and Conditions contained in the Conditions of Sale for Equipment and Services and the Terms & Conditions contained in the End User License Agreement Including Software Key. Report is valid only under agreement to the Terms and Conditions and only valid at the time of submission.

Support Packages	Bronze	Silver	Gold	Platinum
Bronze Package				
3 day on-site visit with controls expert	✓			
On-the-job hands-on training with customer I&C staff	✓	✓	✓	✓
System health checks & tuning	✓	✓	✓	✓
Software support for updates and alarm management	✓	✓	✓	✓
Operator graphic fixes and optimization platform review	✓	✓	✓	✓
Silver Package (required for support contract)				
5 day on-site visit with application engineer (Site assessment, collection of site configuration data)		✓	✓	✓
Gold Package				
Additional 200 hours offsite or onsite support (T&L at cost +10% as needed)			✓	✓
Access to resource to help with obsolesce and upgrade planning			✓	✓
Support for control system expansions			✓	✓
Spare parts management			✓	✓
Alarm Management support Software upgrade support			✓	✓
Platinum Package (gold support required)				
Additional technical support hours				✓

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