



Acceleration Plans from GE Digital

FAQ Sheet



GlobalCare and Acceleration Plans: Frequently Asked Questions (FAQs)

1. When will the Acceleration Plans be available?

Acceleration Plans from GE Digital are launching during the beginning of Q3 2017. After launch, we will no longer offer GlobalCare as a standalone Maintenance & Support contract.

Note: GlobalCare will continued to be offered to customers with specific contract provisions for an additional year post launch.

2. Summarize the changes from GlobalCare to Acceleration Plans

Before, Maintenance & Support were delivered as standalone services. With Acceleration plans, Maintenance & Support are part of a bundled package:

- Standard Acceleration Plan – from GlobalCare Complete
 1. (-) Phone support
 2. (-) 24/7 access and priority access; now one day response
 3. (-) Test environment keys
 4. + Base level education
- Premier Acceleration Plan – from Standard Acceleration Plan
 1. + Phone support
 2. + 24/7 access
 3. + Account Health Management
 4. + In-depth how-to training
- Enterprise Acceleration Plan – from Premiere Acceleration Plan
 1. + Adoption Services with a named Customer Success Manager
 2. + Named Technical Account Manager – aka support advocate
 3. + Enterprise Managed Services
 4. + Advance training and best practices

3. What is account health management?

Account health management is the proactive monitoring for leading indicators of account health and performance beyond straightforward technical support concerns. It provides direct access to a resource that escalates and resolves issues to keep you on track towards adoption, outcomes, and satisfaction.

4. What are Adoption Services? And, what are the benefits of having a designated Customer Success Manager (CSM)?

Achieving business outcomes is hard. Adoption Services from GE Digital make it easier to achieve your goals by creating a named point of contact for your success. This individual will be your one-stop-shop for outcome attainment, user adoption, and overall satisfaction. New software capabilities can only deliver value if adopted and utilized correctly. Your CSM will deliver an understanding of your organization's readiness to adopt and realize value from new technology via an adoption readiness assessment and ensure extract value quickly by building an outcomes realization plan and providing governance during execution.

5. What are the differences between education levels in each plan?

The online offerings included in the Acceleration Plans are available to all your employees and provide full site access for the length of your contract. Based on your Acceleration Plan contract, you will receive 24/7 online access to one of the following educational offerings:

- Standard: Getting started education series - understanding of the product, its components and capabilities, and its position within the pillars.
- Premier: How-to education series - working knowledge of the software including end-user capabilities, understanding of the product features, and where to get help.
- Enterprise: Advanced education series – focused on best practices and processes using digital software. The advanced topics will take your knowledge to the highest level.

6. What are key parts of Enterprise Managed Services?

Leveraging GE Digital's Managed Services allows you to leverage the economic scale of GE to perform some of your basic product operational needs so you can focus on achieving business outcomes.

Use the Enterprise Acceleration Plan to leverage GE Digital's 24/7 365-day proactive monitoring of sensor health, connectivity, and data quality to ensure the accuracy of your KPIs.

7. What will happen to my existing GlobalCare contract?

All current GlobalCare contracts will be honored until expiration and with the same levels of service that were part of the GlobalCare contract. With the increased value of Acceleration Plans, you have the option of migrating to an Acceleration Plan prior to the expiration of your GlobalCare contract. You can use the remaining value of your GlobalCare contracts towards the new plan.

Example: If there are three months remaining on a 12-month contract worth \$1,200, the \$300 remaining value can be used toward the purchase of a new Acceleration Plan.

8. How do I know which bundle is right for me?

If you are a large, complex organization needing multifaceted supported to reach your business outcomes, then you should opt for the Enterprise plan. Premier is the best choice if you have mission-critical operations and need a partner to help you grow. Standard is only for you if you do not value quick response times from GE Digital's Technical Support team.

9. What if I want to add a software license on top of the existing GlobalCare contract after the Acceleration Plans' launch date?

Acceleration Plans will be required on new licenses. If your individual site requires a mix of support plans, GlobalCare, and Acceleration Plans, then that entire site will receive the highest level of service in that mix.

10. Are the Acceleration Plans the same for SaaS and on-premise? What about hybrid?

One of the key advantages of the new Acceleration Plans are that they are available regardless of deployment model—SaaS, on-premise, or hybrid—providing a more consistent customer experience. This approach recognizes that GE Digital's customers are in different stages of migration between on-premise and SaaS, and likely will remain so for the foreseeable future.

11. Can I sign up for a multi-year Acceleration Plan contract?

Yes, multi-year contracts are offered.

12. How will I get a quote for an Acceleration Plan?

GE Digital will continue to quote you in advance of your contract expiration date, in much the same way you have been quoted for GlobalCare previously.

13. What if I already have a GlobalCare quote?

GE Digital will honor all quotes that have been issued. If you have an existing quote that includes GlobalCare, you have the option of accepting the quote as written and migrating to an Acceleration Plan upon renewal. You also have the option of receiving a new quote that includes a new plan.

About GE

GE (NYSE: GE) is the world's Digital Industrial Company, transforming industry with software-defined machines and solutions that are connected, responsive and predictive. GE is organized around a global exchange of knowledge, the "GE Store," through which each business shares and accesses the same technology, markets, structure and intellect. Each invention further fuels innovation and application across our industrial sectors. With people, services, technology and scale, GE delivers better outcomes for customers by speaking the language of industry.

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