

Minds + Machines



A Strategic Approach to Digital Industrial Transformation

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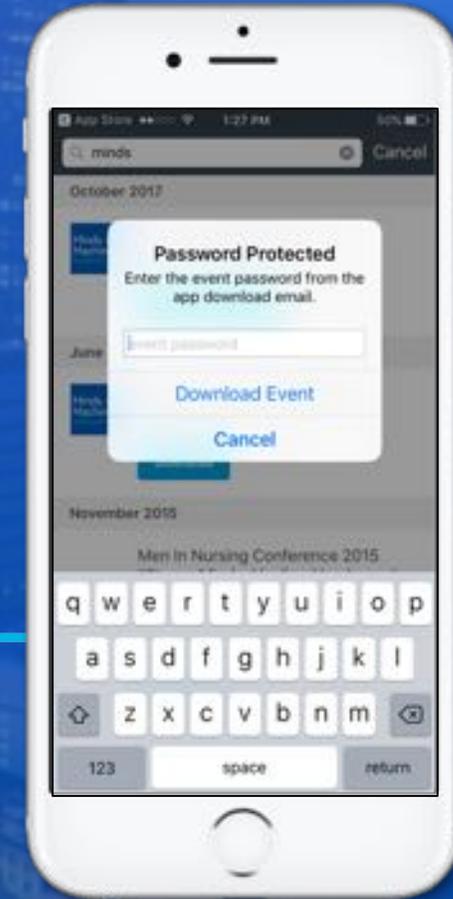
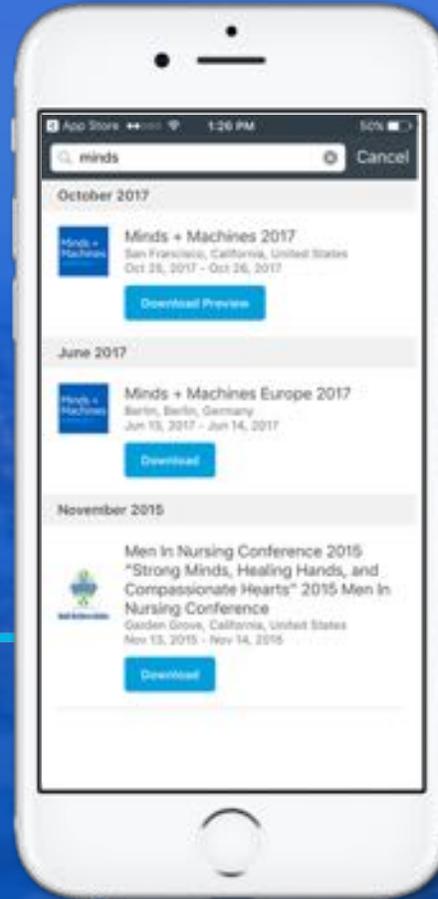
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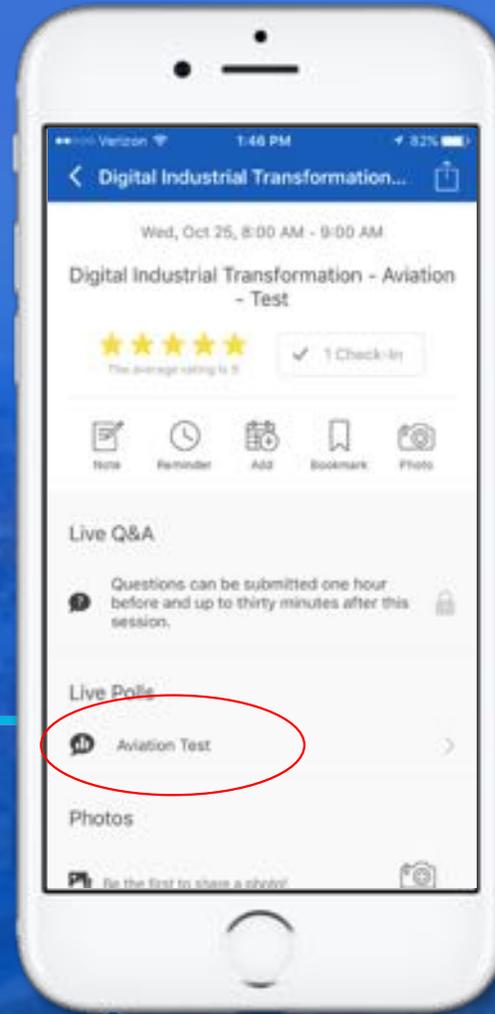


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Poll Question #1

Do you currently have a plan to digitally transform your operations and/or broader business?



Poll Question #1

According to a recent MIT Sloan study, only **15%** of respondents from companies at the early stages of digital maturity say that their organizations have a clear and coherent digital strategy.

Poll Question #2

How important is it to have visibility into the value that is being delivered from your move to digital on a scale of 1 – 5?

Poll Question #2

A recent study done by Harvard Business Review, claims **98%** of digital leaders expect positive business outcomes from the use of digital technologies within the first two years of deployment

According to a recent study done by MIT-Sloan, only **26%** of companies have KPIs established to track the progress of Digital Transformation



Poll Question #3

On a scale of 1-5, how intimidating is the prospect of digital transformation to you?



Poll Question #3

According to a recent study conducted by the Harvard Business Review found that digital leaders saw a **risk-averse culture** as one of the key barriers to digital transformation.

The Digital Transformation Promise

Economic Opportunity

\$500 Billion

Will be spent on IIoT solutions by 2020¹

Value Potential

\$11.1 Trillion

Of economic value can be generated per year by 2025 from IIoT technology²

The challenge

- Only **15%** of new software implementations are deemed “very successful”³
- **Millions of dollars** are wasted when there is not a strategy for adoption + value delivered quickly

If IIoT is going to deliver as promised, firms must have a strategic plan in place with an emphasis on outcome realization

¹ Industrial Internet Insights Report, Accenture + GE, 2015

² Unlocking the potential of the Internet of Things, McKinsey Global Institute, 2015

Accelerate your IIoT Journey



Build your Digital Industrial Transformation

Industrial Cyber Security for Operation Technology (OT)

Implementation of IIoT solutions at the customer site

Proactive Remote Monitoring and Diagnostics

Maximize the return on your IIoT Investments

Accelerate your IIoT Journey



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Advisory Services: Digital Transformation Blueprint



Success with Joy Global

JOYGLOBAL



- **The Challenge**
 - Aging equipment to maintain
 - Tribal knowledge of strategies
 - Needed better tools to scale
- **The Plan**
 - Understand what areas of improvement provide the most value
- **The Results**
 - Integrated Efficiency = 75% reduction in maintenance packaging preparation time
 - Centralize Asset Strategies = performance gain

100% ROI in 9 months

▶

115% ROI in 12 months

4 Key Questions Answered by the DTB

1

Where are you today in your digital journey?



2

Where should your digital journey take you?



3

What's the benefit of getting you there?

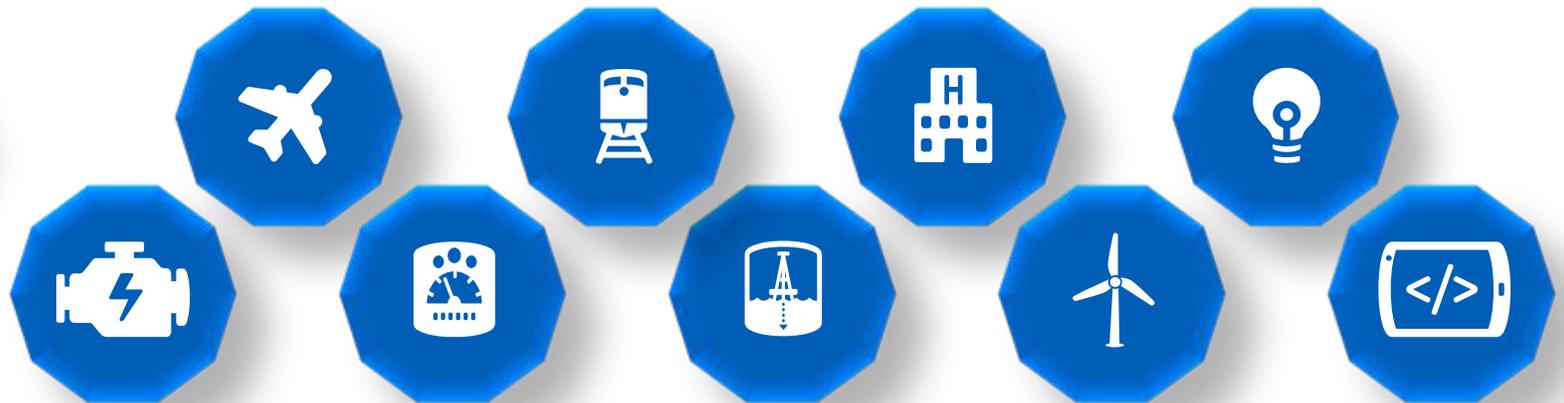
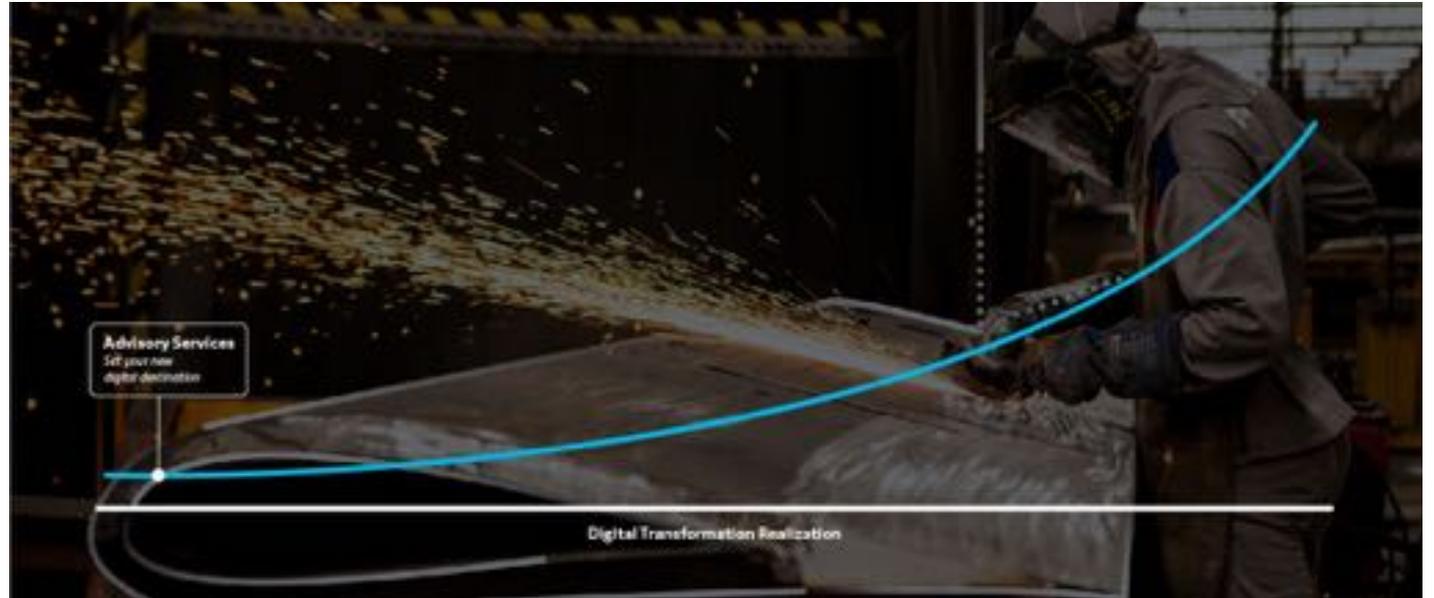
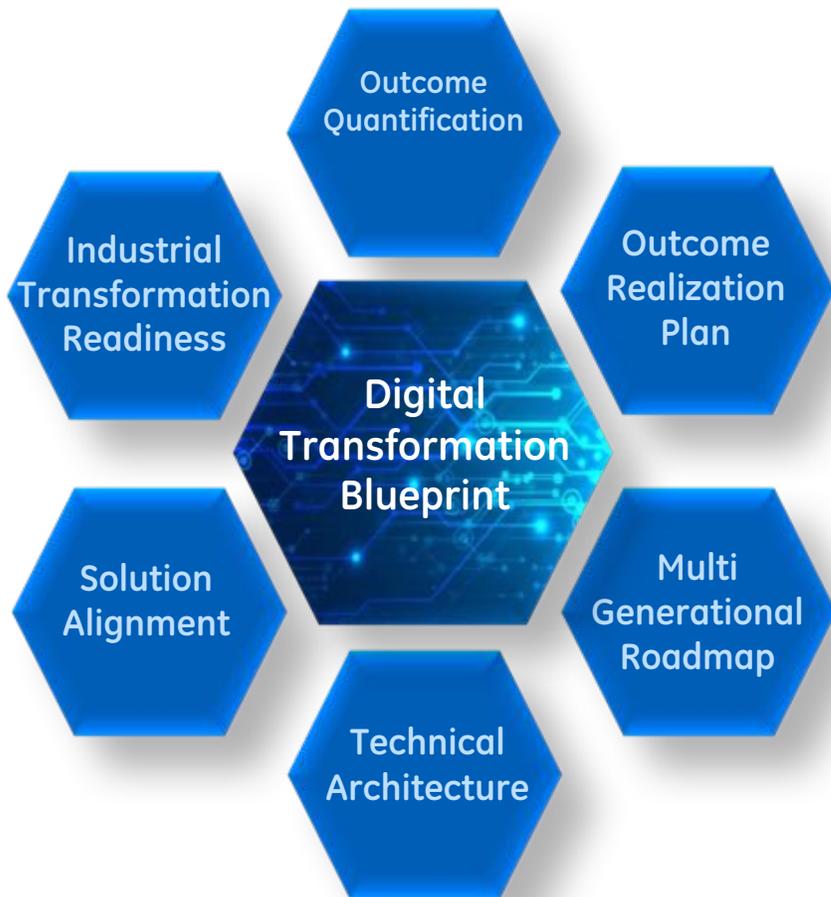


4

What's the plan for getting you there?



DTB – The Basics

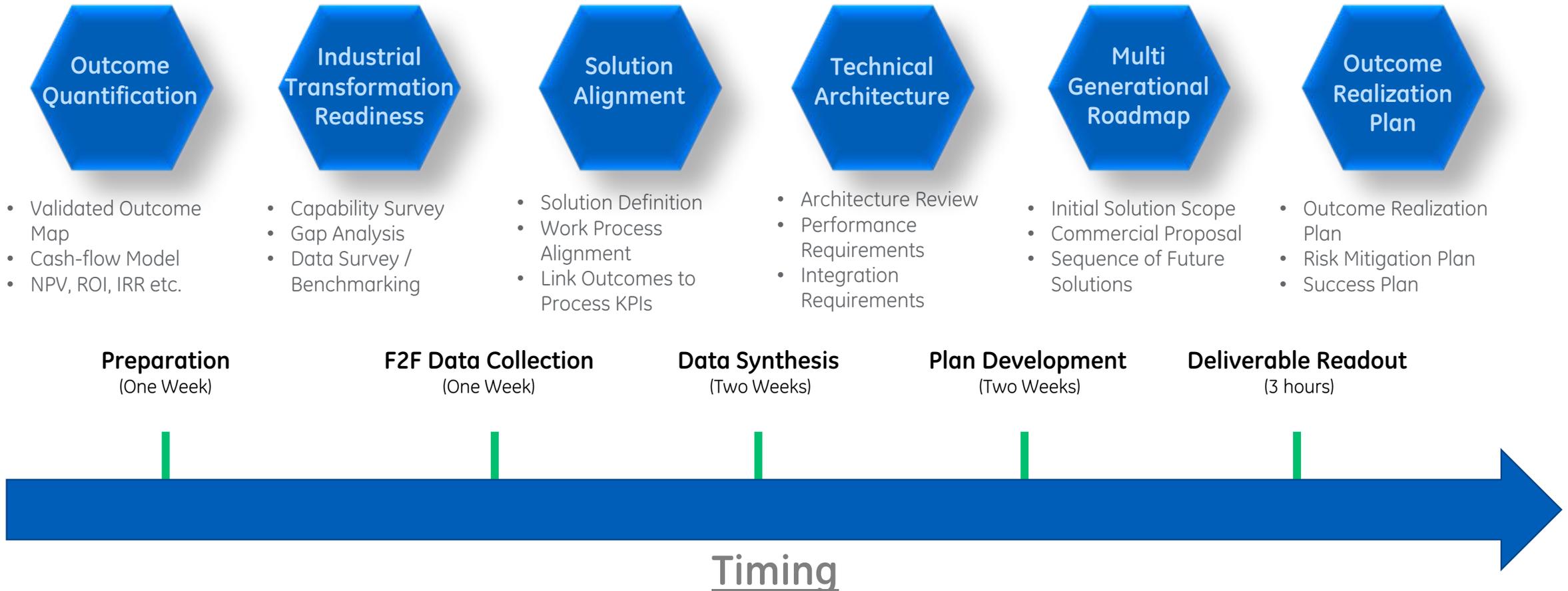


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The DTB Timeline of Activities

Components



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Implementation of IIoT solutions at the customer site

Proactive Remote Monitoring and Diagnostics

Maximize the return on your IIoT Investments

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Acceleration Plans: Maximize your IIoT ROI



From Planning to Execution



Adoption readiness planning and outcomes realization strategy



Comprehensive education plans for end-users



24/7 access to technical industry experts



Real-time visibility into data health



A Solution focused on Outcome Realization

Adoption & Outcome Services



Adoption and outcome realization plans

- Partnership with a Customer Success Manager throughout the lifecycle
- Readiness assessments and governance
- Realization plans collaboratively developed and tracked by our industry experts

Support & Maintenance



World-class technical support

- Access to technical experts, anytime
- Average tenure of 10 years
- Deep technical domain expertise
- 93% customer satisfaction rating

Education



Comprehensive Education

- 24/7 online access
- Bridges the gap between features and business outcomes by leveraging our own software experience and best practices

Managed Services



Visibility into the health of your data

- Starts at the machine sensor level
- Audit data streams, find anomalies, identify false positives, and ensure quality
- Partner to track KPIs and deviations

Maximize your IIoT Investment

Standard

Our value-based plan where we provide support with one business day response times and access to our latest software updates and releases—ideal for small firms with non-critical applications.

Support

Response time: 1 business day

24/7 online support requests

Latest product releases and upgrades

Latest service packs, hotfixes, and maintenance upgrades.

Training

Online 24/7 “Getting Started Education” series

Premier

A complete solution that covers production and operational needs by providing a 30-minute rapid response time for critical issues. This plan also partners you a member from our Adoption Services team to help accelerate your time-to-value.

Includes all the benefits of the Standard Outcome Services Plan, plus:

Support

30-minute rapid response time for Severity 1 issues

24/7 toll-free emergency access

Software test environment keys

Training

Online 24/7 “Intermediate Education” series

Adoption

Account health management

Enterprise

Our most comprehensive outcome plan available, inclusive of close partnerships with adoption, support, and education services—ideal for enterprise firms who run operations across multiple sites and allow zero downtime.

Includes all the benefits of the Premier Outcome Services Plan, plus:

Support

Technical account manager

Training

Online 24/7 “Advanced Education” series

Adoption

Named success manager

Enterprise account health management

Adoption planning and realization

Outcome planning and realization

Managed Services

Data quality monitoring

Connectivity monitoring

Sensor health



More information on GE Digital Services

- ✓ Data Science
- ✓ Digital Transformation Blueprint
- ✓ Foundries
- ✓ Professional Services
- ✓ Managed Services
- ✓ Education Services
- ✓ Adoption Services
- ✓ Acceleration Plans



QUESTIONS?

