



# Customer Success Services

Services you need for successful digital transformation



# What Separates our Customer Success from the Rest



We **understand** customer needs by driving thought leadership in digital transformation

We **build** solutions to meet the needs of our customers using expert domain knowledge

We **deliver** software technology with focus on quality assurance and time-to-value

We **manage** industrial applications with continuous monitoring and professional consultation

We **support** the realization of customer outcomes through 24/7 client service and training



# Overview

GE Digital's Customer Success Services offer the services you need for successful digital transformation.

These services include design, management, support, implementation, training, data science, and cyber security.

Our services work across all industries—from oil and gas, power, and renewables to transportation, manufacturing, and other emerging industries—and span over more than 300 customers in over 150 countries and 6 continents.

**10+** Years of experience

**215+** Projects per year

**700+** Skilled employees

**8** Services product lines

[Digital Transformation Advisory](#)

[Solution Design Services](#)

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# Digital Transformation Advisory

Digital Transformation Advisory (DTA) engages senior business leaders in the changing world of industrial technology to define and accelerate their digital agenda. As a trusted client advisor, we provide a focused set of consulting and transformative services.

## DTA offerings include:

**Roadmap development** – Customized to an aligned organizational digital vision

**Value plan creation** – Analysis of benefits and progress tracking against target ROI.

**Transformation services** – Specialized services for change management, employee education, and design thinking



## Visioning Workshop

Interactive two-day workshop to align customer stakeholders to an organizational digital vision



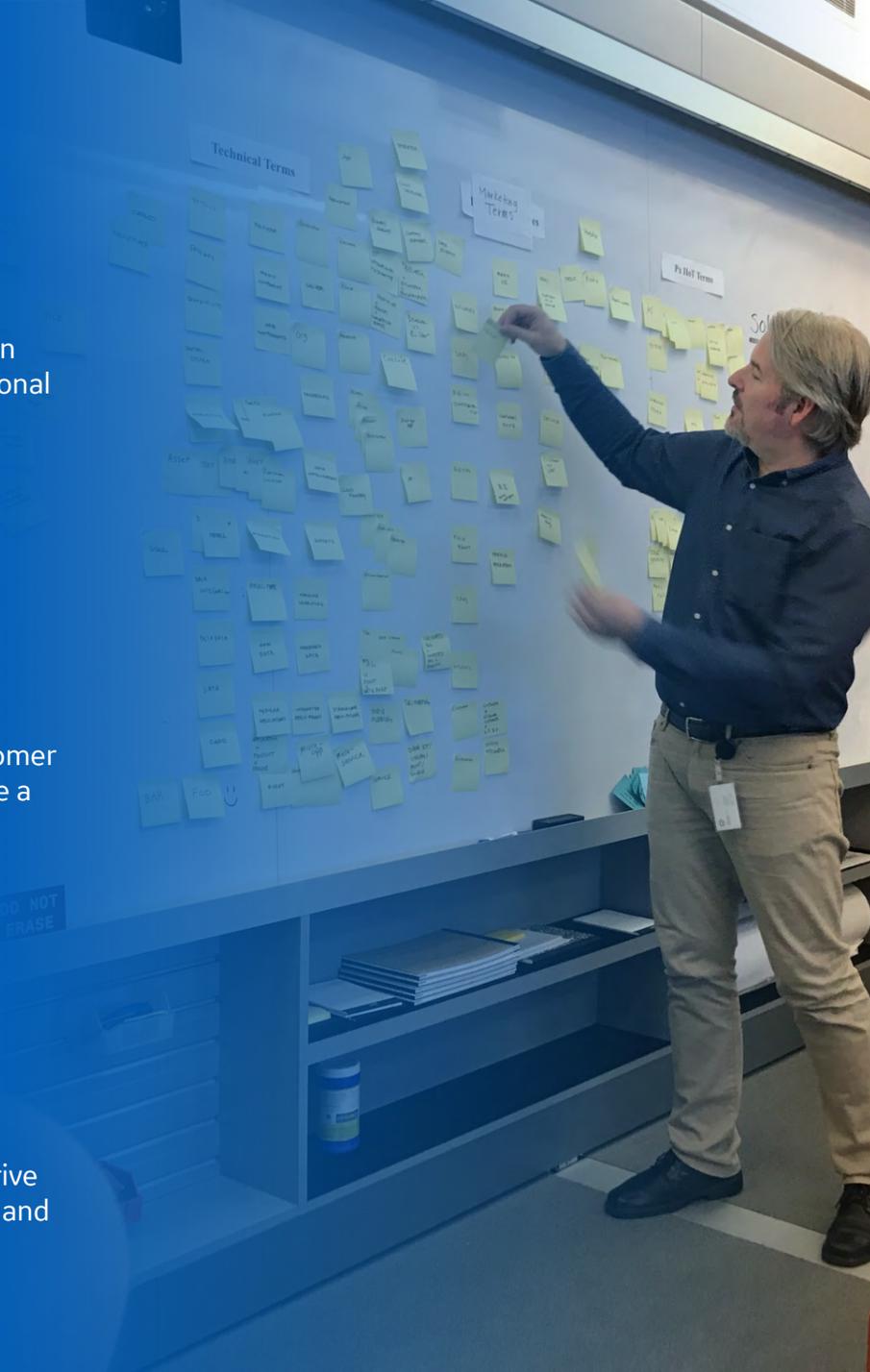
## Digital Roadmapping

Multi-week engagement to assess customer abilities, model value cases, and create a digital roadmap



## Transformation Services

Services provided by GE partners to drive focus to culture, change management, and communication



# Solution Design Services

Solution Design Services oversee the architectural and technical enablement of software based on customer outcomes, technologies, or industries using a shared pool of expert resources. This team provides services to create custom software that empower customers through agile methods and collaborative iterations.

## **Solution Design Service offerings include:**

**Custom Delivery** – An approach that is unique to your challenges, merging technology with business strategy

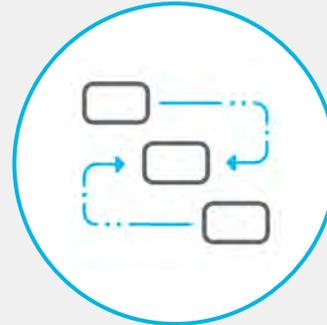
**Flexible Deployment** – Offers multiple options such as on-premise or cloud-based to meet your business needs

**Innovation** – Maximizes the value of legacy, current, and next-generation products through innovative culture, technology expertise, and engineering ecosystems



## Predix applications DOJO

Mini-hackathon that allows developers, architects, and customers to build a working application on Predix Platform in as quickly as a week



## Proof of concepts

Staffed with experts that design live proof-of-concepts using cutting edge technology to solve real customer challenges in a turnkey fashion with rapid turnaround



## Repeatable digital solutions

Extend the core capabilities and power of GE Digital platform and applications through custom, industry-specific extensions, features, and add-ons



# Implementation Services

Your trusted partner for full deployment of your GE Digital products, which results in better outcomes, reduced risks, and higher customer satisfaction in power, oil and gas, renewables, manufacturing, transportation, and other emerging industries in more than 150 countries.

 **800,000** Deployment hours

 **245+** Deployments

 **200+** Skilled employees

 **90%** Customer satisfaction



# Industrial Managed Services

Industrial Managed Services are expertise-based, continuous consulting services provided in a service subscription for post implementation or deployment engagement. With experience in monitoring GE, non-GE, rotating, stationary and mobile equipment, we provide a single source for equipment and cyber security monitoring needs.

**10+** Operational years                      **90+** Skilled engineers

**1,110+** Years experience                      **230** Equipment types

## Applications Supported

[APM Health](#)

[APM Reliability](#)

[APM Strategy](#)

[APM Integrity](#)

[Cyber](#)



	Self Service	Enablement Service	Results Service	Transition Service
Data Quality Monitoring	✓	✓	✓	✓
Connectivity Monitoring	✓	✓	✓	✓
Assigned Industry Expert	✓	✓	✓	✓
Value Capture Reporting	✓	✓	✓	✓
Process Effectiveness	✓	✓	✓	✓
Access to Services Apps	✓	✓	✓	✓
Annual On-Site Workshop		✓	✓	✓
Configuration Maintenance		✓	✓	✓
Software Usage Support		✓	✓	✓
High Priority Issues Support		✓	✓	✓
Alert & Health Monitoring		✓	✓	✓
Weekly Reports & Consulting			✓	✓
Case & Resolution Management			✓	✓
Support Hotline			✓	✓
Transition Planning				✓
On-the-job Training				✓
Optional On-Site Support			✓	✓

# Acceleration Plans

Your success is our priority. Acceleration Plans can maximize the potential value from your software and accelerate the return on your investment through:

- **Technical support** – Expert staff with 10+ years of experience and 93% satisfaction rating to ensure your team is utilizing best practices
- **Adoption** – Accelerate time-to-value with readiness assessments used to develop and implement outcome realization plans and execution governance
- **Education** – Access to on-demand training and onboarding modules from starter to advanced levels
- **Managed services** – Proactive O&M to minimize equipment downtime with rapid response and the monitoring of connectivity, quality, and sensor health

Acceleration Plan Levels		Standard	Premier	Enterprise
Support Services	24/7 Online Support	✓	✓	✓
	Maintenance/Release	✓	✓	✓
	24/7 Phone Support		✓	✓
	Named TAM			✓
Adoption Services	Account Health Monitoring			✓
	Adoption/Outcomes Realization			✓
	Named CSM			✓
Education Services	Online: Getting Started	✓	✓	✓
	Online: How To		✓	✓
	Online: Advanced			✓
Managed Services	Sensor Health			✓
	Data Quality/Connectivity			✓



# Education Services

Education Services are your exclusive source for product training, industry education, and rigorous certification programs to meet the needs of your organizational personnel.

Our world-class programs are designed to maximize your investment, reinforce industry best practices, and expand the knowledge of your teams through our unique hands-on approach to learning and education.

COURSE CATALOG



## [Platform training](#)

Developers, data scientists, and solution architects can learn to leverage the power of Predix Platform to create scalable applications. We offer in-depth lectures and hackathon style labs in our global classroom locations as well as online.



## [Application training](#)

We offer instructor-led training in the classroom, on-site, or online for various GE Digital solutions, such as Predix Asset Performance Management (Predix APM), to help maximize your software investment.



## [Product certifications](#)

These programs are designed to walk users through a structured training with guided, interactive exercises designed to provide participants a recognized product certification in Predix APM, Predix ServiceMax, and more.



# Cyber Security Services

Cyber Security Services (CSS) provide offerings for assessing and improving the cyber security of your operational technology (OT) networks.

## Our staff on security consultants offer:

**Experience** – 20+ cyber security consultants with 10+ years experience completing 100+ projects

**Expertise** – Deep domain knowledge in the area of OT cyber security in power generation and oil and gas industries

**Global Reach** – Consultants based in North America, Europe, and the Middle East delivering across the globe

## Cyber Security Service offerings include:

**Understand and harden your security posture** – Identify vulnerabilities in networks and devices, understand the risk, and recommend mitigations

**Train and educate your workforce** – Courses on OT cyber security cover everything from entry-level general awareness training to technical hardware security courses



[Device Assessment](#)



[Site Assessment](#)



[Certification](#)



[Training](#)



# Data Science Services

Data Science Services use a combination of physical principles, empirical knowledge, and data science to build a solution that uncovers key patterns within your data that drive significant business value. We provide services to build custom analytics using a team of experts through data science, lean learning, data engineering, and agile delivery.

**Data Science Service offerings include:**

***Tangible insights*** – Increased throughput and improved quality through data-driven root cause analysis

***Predictive analytics*** – Solutions to predict failures and find corrective measures by understanding data patterns

***Scheduling optimization*** – Improve operations through transforming empirical knowledge into algorithms

## Outcome Workout

2 Days – 1 Week

This is a workout to help prioritize KPIs through forming a prioritized outcome map, identification of data sources, assessment of data availability, development of data dictionary, and proposal of next steps on an analytics roadmap.

## Exploration

1 Week – 4 Weeks

Conduct data profiling through reviewing up to 10 data sources to assess data quality and perform preliminary tests for causality. Through RCA and understanding the interactions among variables, we will identify any quick wins.

## Solution

12 Weeks

The Data Science Accelerator supports a holistic approach to collaboration on a MVP using agile data science methodologies. We construct and implement preliminary analytic models with clickable prototypes for solution showcase.

## Training

2 Days

Educate your teams on the basics of data science by showcasing success stories. Participants will understand how to identify use cases and prioritize them based on outcomes. This includes developing an analytic roadmap.



