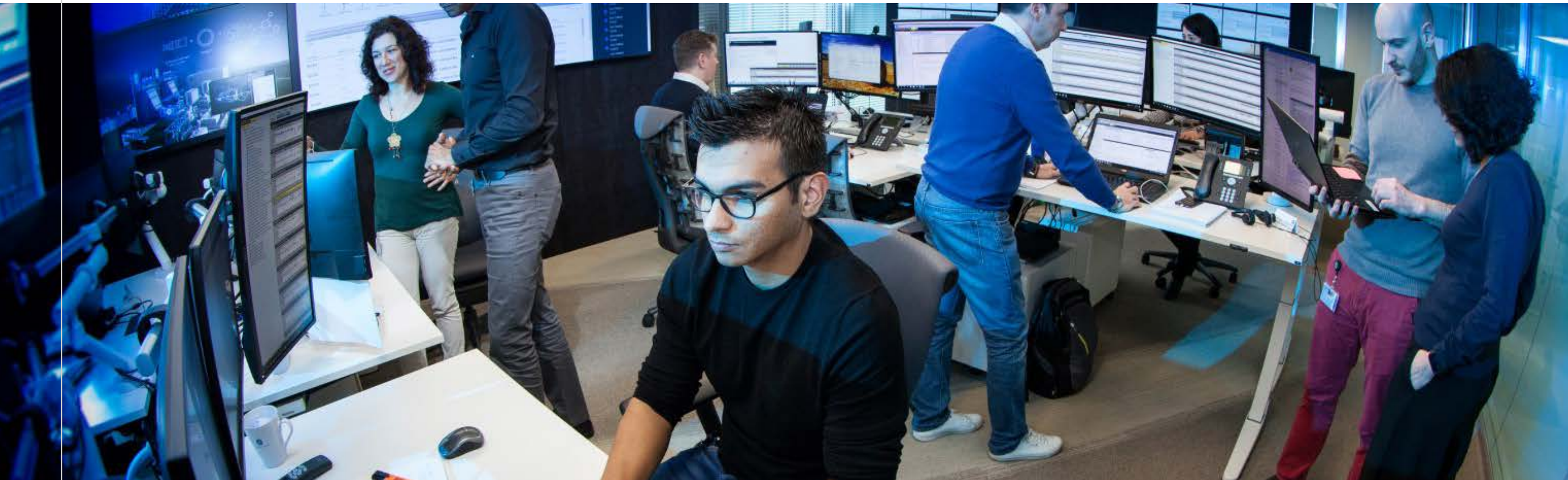




# Industrial Managed Services from GE Digital

Trusted engineering experts to support your digital transformation journey





The Industrial Internet of Things (IIoT) has grown exponentially in recent years, unlocking new opportunities for industrial organizations to optimize operations and performance.

That's why leading companies are embracing digital transformation in order to capitalize on these new levels of productivity. However, successful digital transformation requires more than just implementing new software. It also requires understanding the full value that software enables as well as uncovering the best path forward for maximizing success.

While this can be a challenge in itself, companies are trying to do this while simultaneously addressing industry challenges as well.

#### Challenges include:

- Operational silos
- Reactive or break-fix maintenance culture
- Organizational knowledge loss
- Data that's not easily accessible or proactively analyzed

That's why we've assembled a global team of industry experts dedicated to helping industrial organizations maximize the return on their IIoT investments.



## Industrial Managed Services

GE Digital's Industrial Managed Services are expertise-based, continuous consulting services designed specifically for post-implementation or project deployment. Industrial Managed Services can manage your digital industrial solutions with you or for you, as well as help transition your software usage to

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*By leveraging Industrial Managed Services, we provide you with a single source for your equipment management and industrial cyber security needs.*

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full self-sufficiency. By leveraging Industrial Managed Services, we'll help ensure that you train the right people and develop the right processes needed to capitalize on the value of your GE Digital solutions.

Our Industrial Managed Services team has been supporting customers for over 10 years, working in industries ranging from power generation and oil and gas to manufacturing and aviation. We have over 90 engineers with 1,110 years of combined experience. This experience includes the management of GE, non-GE, rotating, stationary, and mobile equipment—spanning over 230 equipment types. By leveraging Industrial Managed Services, we provide you with a single source for your equipment management and industrial cyber security needs.



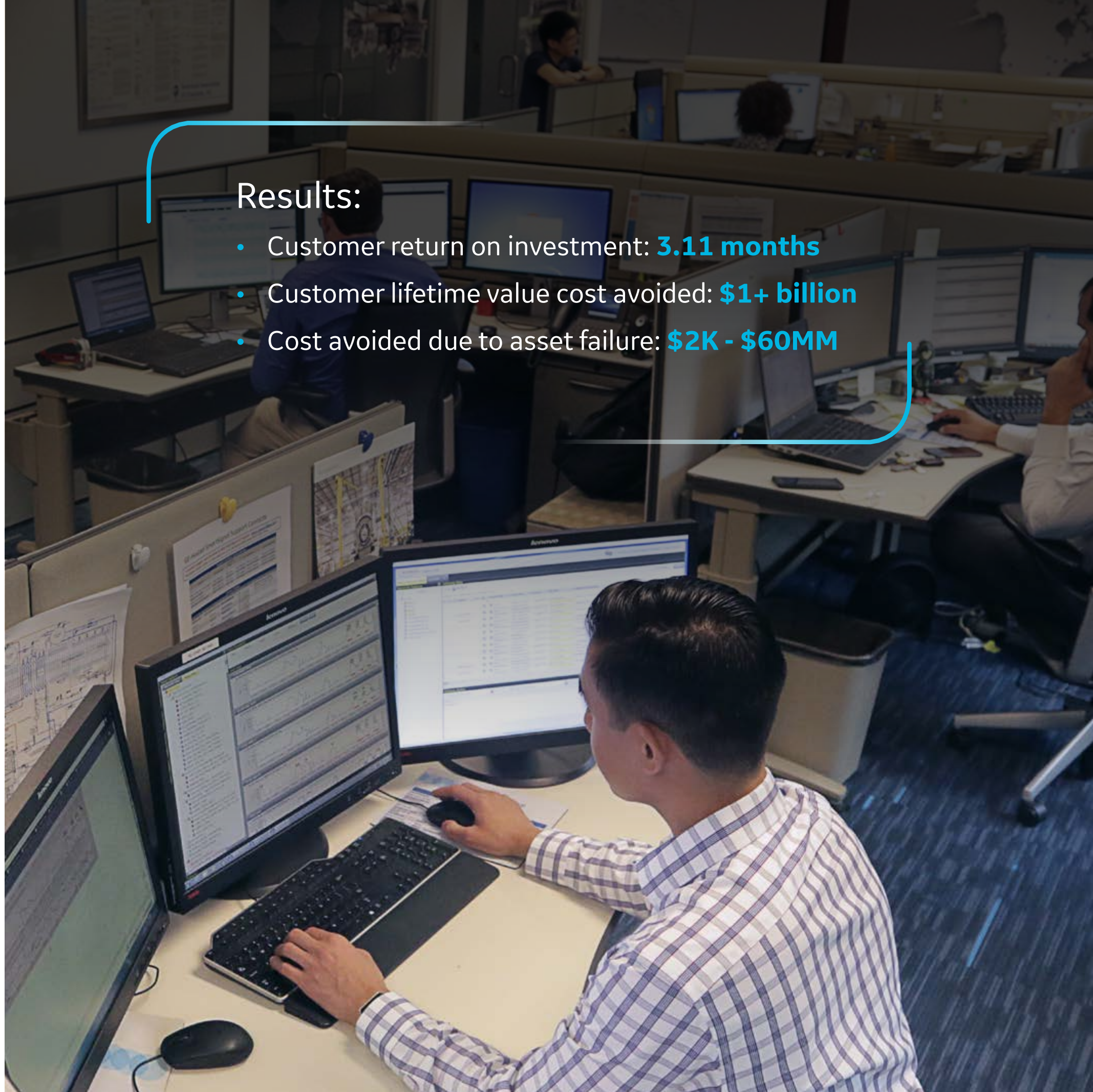


# World-class knowledge and expertise

When you partner with our Industrial Managed Services team, you're partnering with trusted industry experts with deep industrial and technical expertise to help advance revenue growth from your solutions. Regardless of where you are on your digital transformation journey, we'll work with you to make your transformation successful and sustainable.

Our team of experts can help you:

- Accelerate time-to-value from your software
- Deliver results on your behalf
- Maximize the value of your solutions
- Enable continuous improvement
- Reduce the risk of knowledge loss
- Minimize need for additional staff
- Facilitate successful software operationalization



## Results:



- Customer return on investment: **3.11 months**
- Customer lifetime value cost avoided: **\$1+ billion**
- Cost avoided due to asset failure: **\$2K - \$60MM**



# Services to meet your specific needs

Our Industrial Managed Services offer tiered service level options to meet your unique solution requirements. Industrial Managed Services deliver continuous updates, changes, and improvements to help maximize time-to-value from your digital solutions.

Self Management Service	Enablement Service	Results Service	Transition Service
<p><b>Support your growth and scalability processes with industrial application knowledge</b></p> <p><i>Requires Predix Industrial Application</i></p>	<p><b>Empower your team of experts to minimize adoption risk</b></p> <p><i>Requires Predix Industrial Application</i></p>	<p><b>Accelerate time-to-value for your industrial applications</b></p> <p><i>Requires Predix Industrial Application</i></p> <p><i>Optional: Staff on site</i></p>	<p><b>Expert coaching and practical job training ensures adoption of industrial applications</b></p> <p><i>Requires Predix Industrial Application</i></p> <p><i>Optional: Staff on site</i></p>
<ul style="list-style-type: none"> <li>✓ <b>Data quality monitoring</b></li> <li>✓ <b>Connectivity monitoring</b></li> <li>✓ <b>Named industry expert</b></li> <li>✓ <b>Digital content curation</b></li> <li>✓ <b>Value capture reporting</b></li> <li>✓ <b>Process effectiveness reporting</b></li> <li>✓ <b>Access to services apps</b></li> <li>Annual on-site workshop</li> <li>Configuration maintenance</li> <li>Software usage support</li> <li>Support for high priority issues</li> <li>Alert &amp; health monitoring</li> <li>Weekly reporting &amp; consultation</li> <li>Case &amp; recommendation management</li> <li>Support hotline</li> <li>Transition planning &amp; scheduling</li> <li>On-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Data quality monitoring</b></li> <li>✓ <b>Connectivity monitoring</b></li> <li>✓ <b>Named industry expert</b></li> <li>✓ <b>Digital content curation</b></li> <li>✓ <b>Value capture reporting</b></li> <li>✓ <b>Process effectiveness reporting</b></li> <li>✓ <b>Access to services apps</b></li> <li>✓ <b>Annual on-site workshop</b></li> <li>✓ <b>Configuration maintenance</b></li> <li>✓ <b>Software usage support</b></li> <li>✓ <b>Support for high priority issues</b></li> <li>Alert &amp; health monitoring</li> <li>Weekly reporting &amp; consultation</li> <li>Case &amp; recommendation management</li> <li>Support hotline</li> <li>Transition planning &amp; scheduling</li> <li>On-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Data quality monitoring</b></li> <li>✓ <b>Connectivity monitoring</b></li> <li>✓ <b>Named industry expert</b></li> <li>✓ <b>Digital content curation</b></li> <li>✓ <b>Value capture reporting</b></li> <li>✓ <b>Process effectiveness reporting</b></li> <li>✓ <b>Access to services apps</b></li> <li>✓ <b>Annual on-site workshop</b></li> <li>✓ <b>Configuration maintenance</b></li> <li>✓ <b>Software usage support</b></li> <li>✓ <b>Support for high priority issues</b></li> <li>✓ <b>Alert &amp; health monitoring</b></li> <li>✓ <b>Weekly reporting &amp; consultation</b></li> <li>✓ <b>Case &amp; recommendation management</b></li> <li>✓ <b>Support hotline</b></li> <li>Transition planning &amp; scheduling</li> <li>On-the-job training</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Data quality monitoring</b></li> <li>✓ <b>Connectivity monitoring</b></li> <li>✓ <b>Named industry expert</b></li> <li>✓ <b>Digital content curation</b></li> <li>✓ <b>Value capture reporting</b></li> <li>✓ <b>Process effectiveness reporting</b></li> <li>✓ <b>Access to services apps</b></li> <li>✓ <b>Annual on-site workshop</b></li> <li>✓ <b>Configuration maintenance</b></li> <li>✓ <b>Software usage support</b></li> <li>✓ <b>Support for high priority issues</b></li> <li>✓ <b>Alert &amp; health monitoring</b></li> <li>✓ <b>Weekly reporting &amp; consultation</b></li> <li>✓ <b>Case &amp; recommendation management</b></li> <li>✓ <b>Support hotline</b></li> <li>✓ <b>Transition planning &amp; scheduling</b></li> <li>✓ <b>On-the-job Training</b></li> </ul>
<p><b>Ongoing services</b></p>			<p><b>Multiyear engagement</b></p>

 Services that GE Digital continuously supports and manages  
 Services that GE Digital trains and transitions to the customer

# Industrial Managed Services offerings

## Transition Services

Transition Services help your team move to full self-sufficiency of your solutions, fast. We understand that change management is hard and training your staff on new solutions is even harder. With Transition Services, our engineering experts do the on-the-job training for you and help you implement the right processes for proper software adoption across your organization.

## Results Services

Results Services focus on the integration of your solutions into your core business processes. Whether you're just getting started on your digital journey or don't have the resources to implement new solutions, our subject matter experts utilize the software on your behalf—either remotely or on-site—enabling you to gain immediate value without the challenges of adoption. With Results Services, our team will meet with you weekly to provide a holistic view of your solution outcomes. You'll also be able to access quick answers to urgent questions and concerns through our support hotline.

## Enablement Services

Enablement Services help maximize software usage for those who are already equipped with the proper staffing and expertise to leverage new solutions. Although you may have experienced engineers and industrial staff, you may not have analytics engineers or software experts. Enablement Services allows you to manage your own alerts, cases, and recommendations, while providing you with backend support for any skills gaps you may be facing. Our team of experts help make sure your software is constantly feeding the right information to your frontline engineers by offering software usage support, configuration maintenance, and assistance with high-priority issues.

## Self-Management Services

Self-Management Services allow you to transform and expand your team's current domain knowledge to maximize software usage. Your staff of engineers and software users will partner with our global team of experts with broad experience across many industries. Our team continuously works to keep your processes, analytics, and asset strategies up-to-date by leveraging GE's deep domain expertise, best practices, and learnings. You will also have access to the latest service apps, created by our experts, to make processes more efficient.

## Real-world results

On average, GE Digital's Industrial Managed Services monitor 7,589 assets around the globe every day. See how other industrial organizations are unlocking asset savings by partnering with Industrial Managed Services to extract new value from their data.

[LEARN MORE](#)





# Want to learn more?

Industrial Managed Services support a variety of products across GE Digital's portfolio, including Predix Asset Performance Management (Predix APM) and GE Digital's Cyber Security solutions. Contact us today to learn how Industrial Managed Services can help you realize new outcomes from your digital industrial applications.

[CONTACT US](#)

