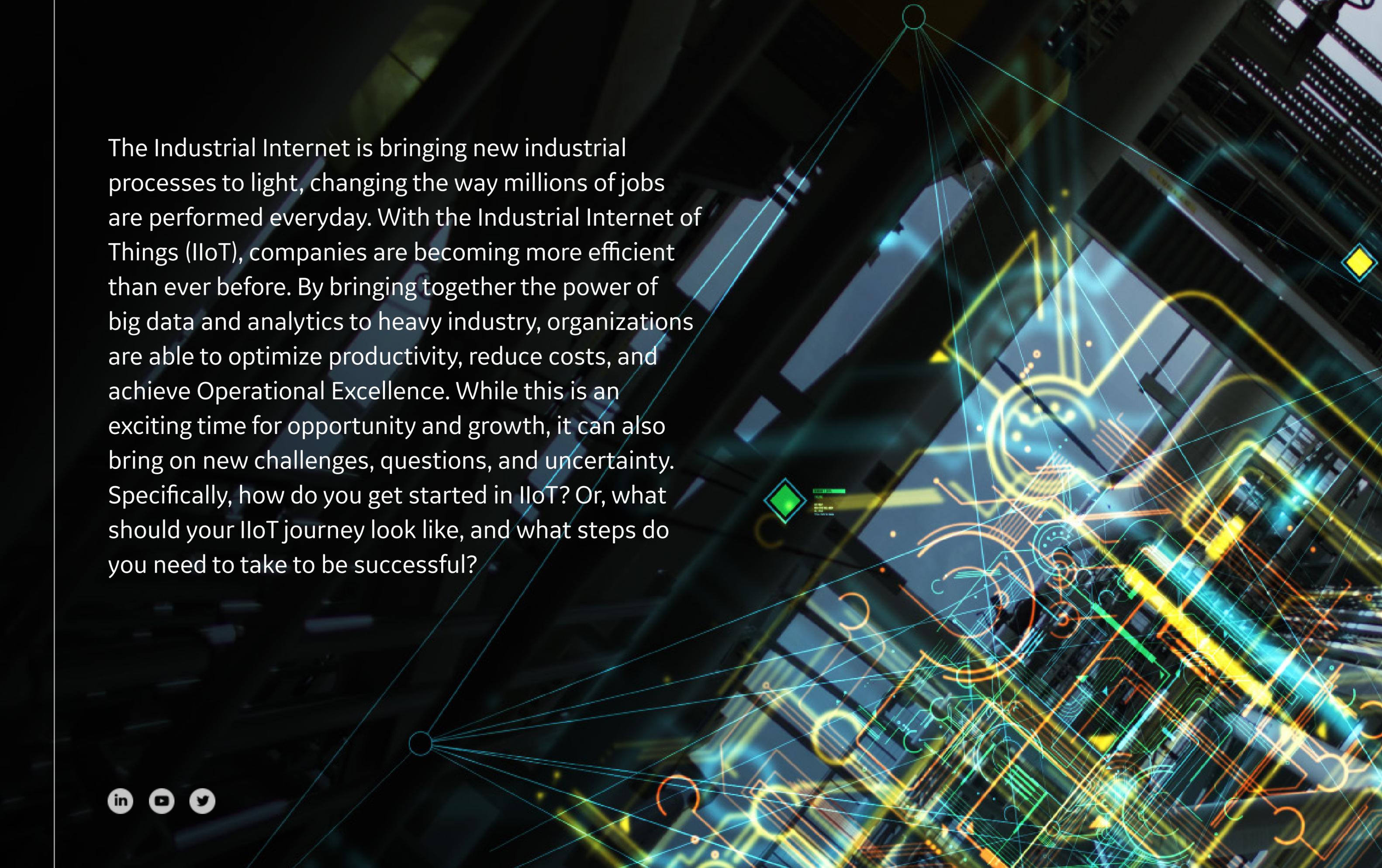




# Accelerate Your IIoT Journey with Customer Success from GE Digital





The Industrial Internet is bringing new industrial processes to light, changing the way millions of jobs are performed everyday. With the Industrial Internet of Things (IIoT), companies are becoming more efficient than ever before. By bringing together the power of big data and analytics to heavy industry, organizations are able to optimize productivity, reduce costs, and achieve Operational Excellence. While this is an exciting time for opportunity and growth, it can also bring on new challenges, questions, and uncertainty. Specifically, how do you get started in IIoT? Or, what should your IIoT journey look like, and what steps do you need to take to be successful?

# Where are you on your industrial IoT journey?

In this new IIoT world, machine assets are generating extremely valuable data that can drive substantial business outcomes. IIoT has the promise of allowing your team to focus on your most important actions, 24 hours a day, and take advantage of the information that is available to you.

GE Digital is shaping the Industrial Internet by investing in cutting-edge software and analytics. We're also assembling a team of experts in data science and security to help you extract new value from your industrial assets and expand your business models.

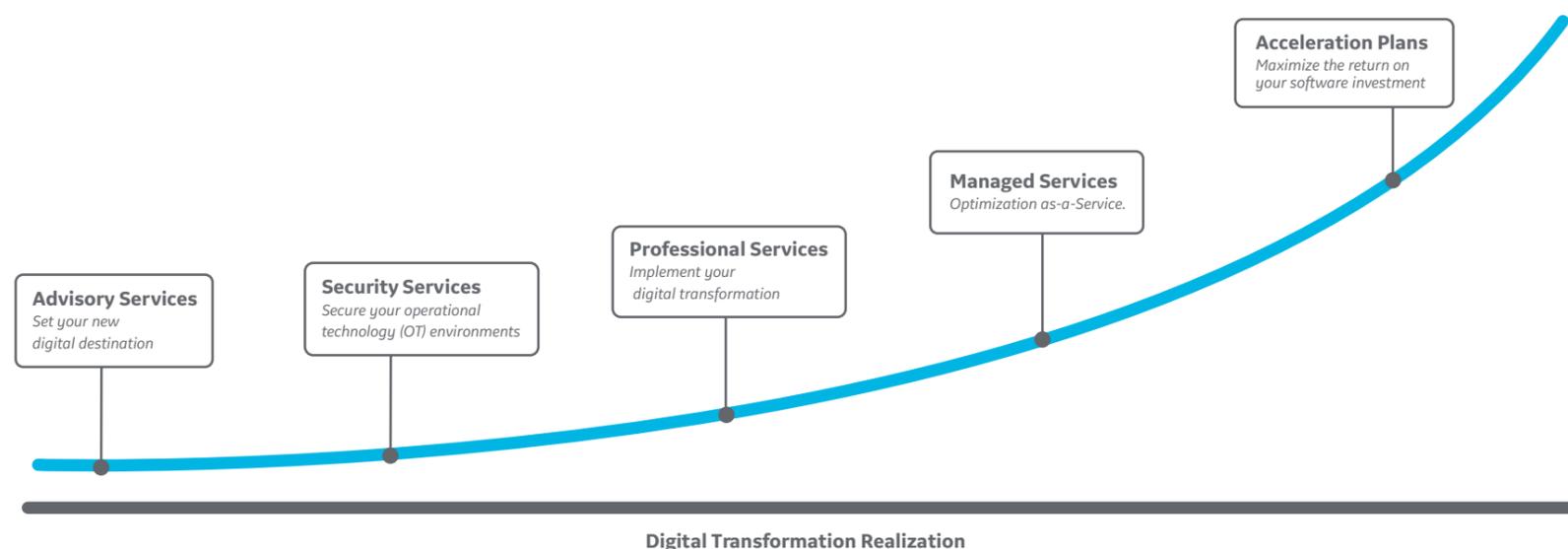
We're ready to help you become a digital industrial company for big gains in productivity and efficiency. No matter where you are on your IIoT journey, GE Digital has the right services offering to help you achieve your needs.

## ***Just getting started in IIoT and need some guidance on where to begin?***

We can provide expert advice on identifying pain points, building an IIoT roadmap, and driving internal adoption. We can also help with imagining, prototyping, and mining existing data to create custom analytics.

## ***Already have current IIoT investments in place, but aren't sure how to take your capabilities to the next level?***

We can assist with architecting and driving fast implementation for your organization's unique IT environments in order to minimize time to value. In addition, Acceleration Plans from GE Digital can help you realize the full potential of your software solutions—including data and analytic capabilities—and maximize ROI.



# Get started: Advisory Services

Let GE Digital be your guide as you explore new outcomes that can be obtained through the IIoT capabilities developed by our Advisory Services team. In our **Digital Transformation Blueprint Session**, we will partner with you to uncover what business outcomes are most important to you, and establish an actionable plan on how IIoT can help drive your organization's digital roadmap. We will also share our expertise on moving from on-premises solutions to cloud, and how to manage organizational change, which can be challenging when implementing new capabilities and tools.

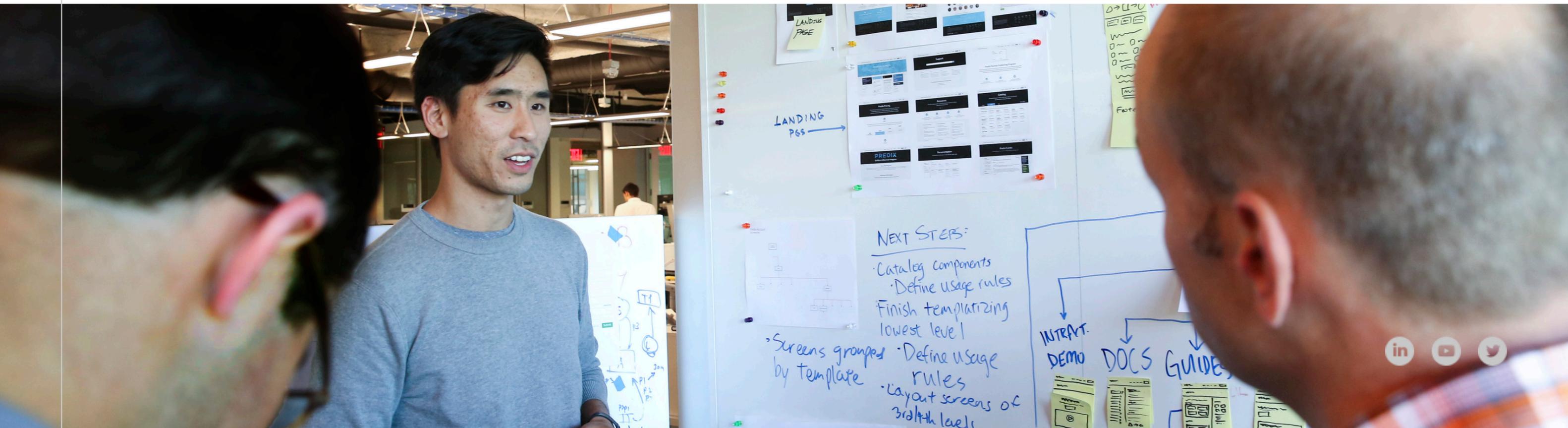
***Does your organization have access to large amounts of data, but lack the ability to make the best use of it? Or, are you curious about what industrial outcomes can be achieved with data and analytics?***

Our **Data Science Team** can identify the right data systems to be mined, find relationships to key impact business drivers where data science methods can be leveraged, and create custom analytics based on your unique KPIs.

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*GE Digital's Data Science team helped Exelon save \$8MM annually with predictive modeling.*

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# Take IIoT investments to the next level: Professional Services

The road to becoming a digital industrial company starts with careful evaluation of where you are today. Our onsite Implementation Services offering—Architecture & Blueprinting—is aimed at providing just that, while tapping into the broad experience of our subject matter experts to develop a collaborative, multi-generational plan that will marry your existing investments to the right process enhancements and technology.

## Our Architecture and Blueprinting Approach is designed to facilitate:

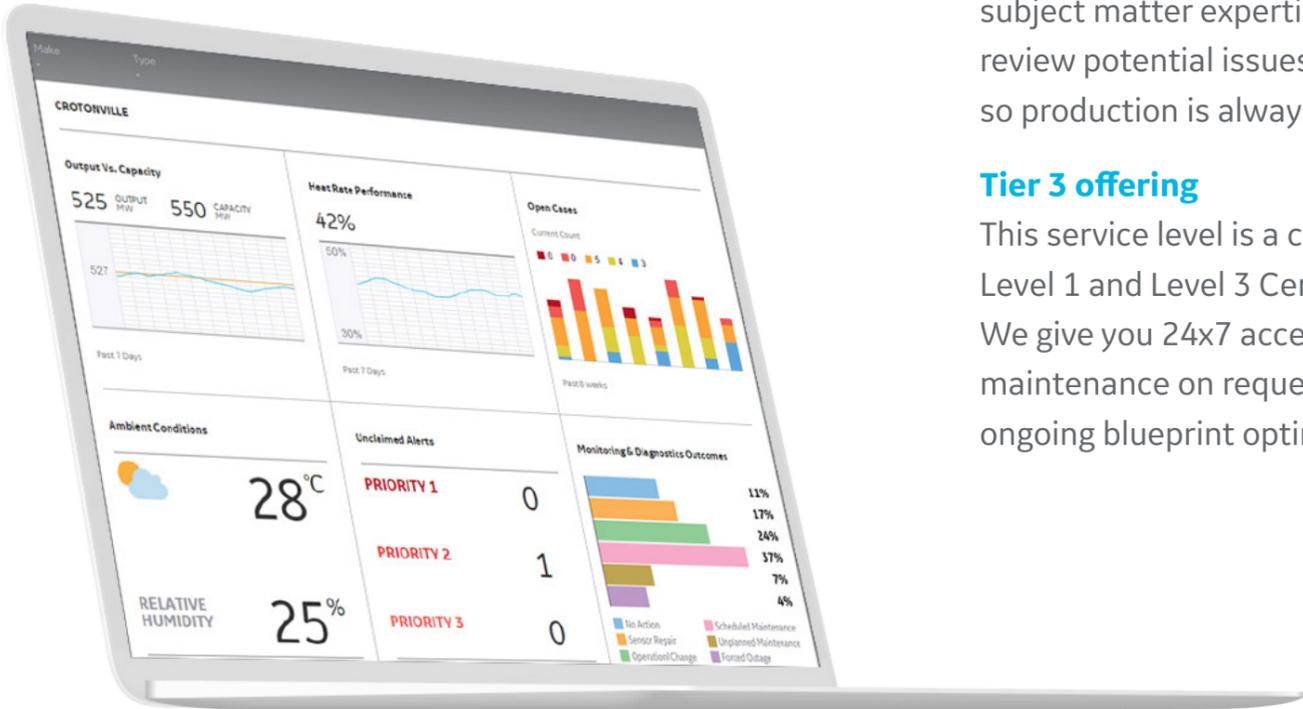
- Alignment on key business issues and opportunities
- Key obstacles and risk along with high level mitigation strategies
- Development of a business case for the proposed offer
- Design and mapping of a roadmap to the highest impacting opportunities
- Acceleration of time to outcome



# Prepare proactively: Managed Services

The promise of IIoT comes with large amounts of data and cutting edge analytics that will be the heartbeat of your business in the digital industrial age. As your organization takes advantage of these new downtime-saving insights, tracking and monitoring the right data becomes paramount.

*GE Digital's Performance Engineers helped a power plant avoid catastrophe and save \$159,000 in costly downtime by proactively identifying component failure.*



Let GE Digital's experienced Reliability and Maintenance Engineers do this for you. With over 250 years of subject matter expertise and over \$10B in industrial assets under management, our team can help you maintain your critical machines from one of our remote locations around the world using model based predictive analytic technology.

**Take a look at our various offerings below to learn which one is best for your organization:**

### Tier 1 offering

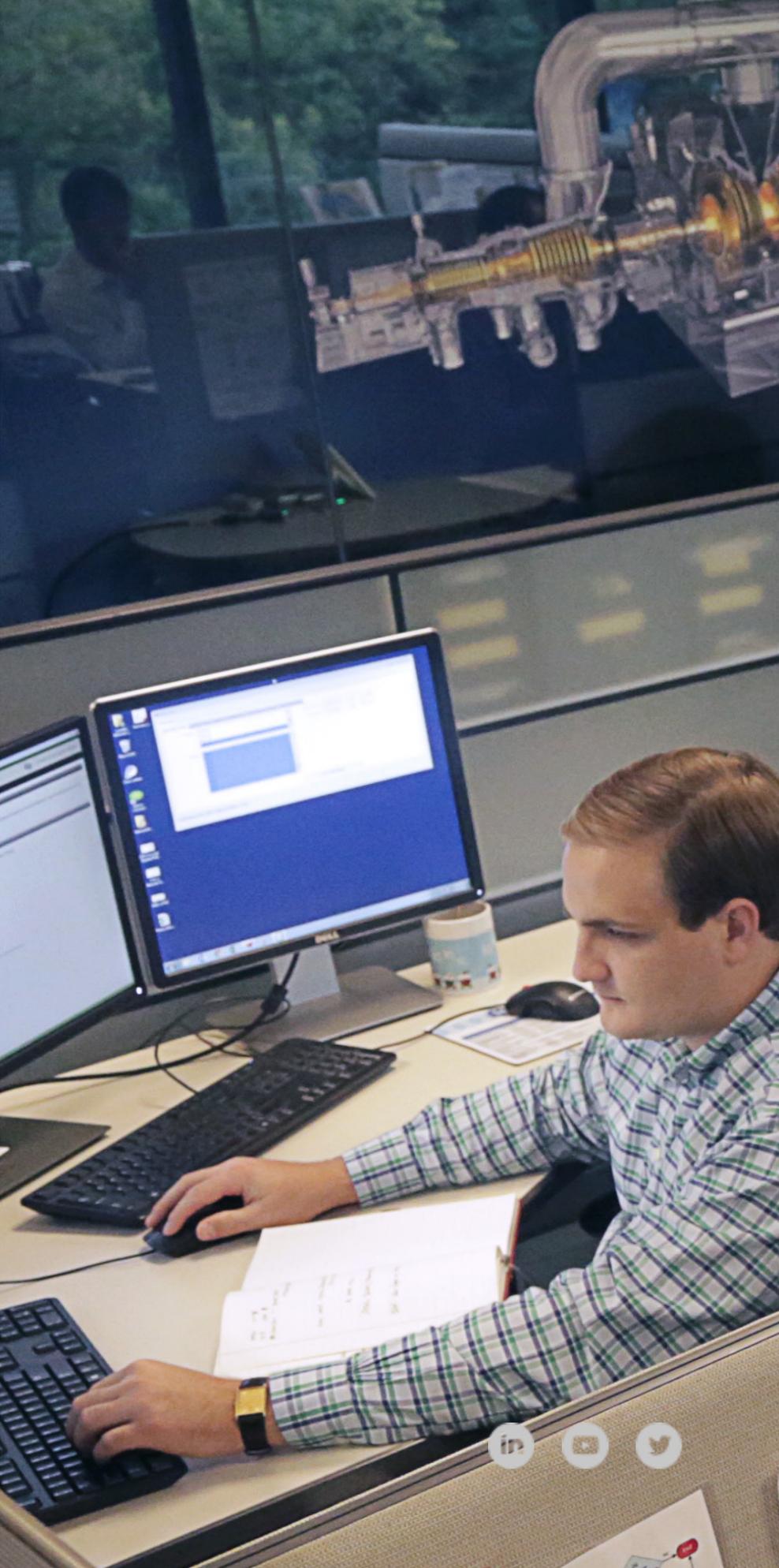
We will monitor your assets and provide you with important notifications. We will help you incorporate our analytic capabilities into your core business processes to ensure value is maximized.

### Tier 2 offering

We will co-monitor your assets with one of our Level 2 Certified Customer Reliability Engineers, where you will get subject matter expertise on weekly support calls. We will review potential issues and provide actionable notifications so production is always running and downtime is avoided.

### Tier 3 offering

This service level is a co-monitoring engagement with our Level 1 and Level 3 Certified Customer Reliability Engineers. We give you 24x7 access to our analytics, complex model maintenance on request, monthly quality reviews, and ongoing blueprint optimization.



# Manage cyber risk: GE Digital Cyber Security Services

Cyber Security services from GE Digital provide industrial-grade security solutions for a wide range of operational technology (OT) network and application topologies. We offer a lifecycle-driven approach to security that helps industrial device manufacturers and system operators understand and limit operational risks, design effective cyber security strategies, and deploy the right operational resilience measures to protect people, processes, and technology.

## Check out the various services that GE Digital offers:

**Security health check services:** Measure the pulse of your current security posture and identify immediate threats.

**Security assessment services:** Address critical vulnerabilities and long-term security improvement needs.

**Software security services:** Mitigate software vulnerabilities prior to exploitation.

**Security training services:** Arm your executives, operators, and developers with cyber security knowledge and skills to combat real-world OT threats.

**Device security services:** Address device design flaws and reduce the risk of business disruption.

**Security certification services:** Ensure security controls and processes meet or exceed industry, legal and regulatory benchmarks.

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*“We are very pleased to be working with GE Digital to protect our critical systems around the world. They have unmatched expertise and experience in this domain. GE Digital's products and services are trusted and integrated throughout our global operations.”*

**Ted Angevaare, Global DACA Manager, Shell Oil Company**

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# Accelerate ROI of your IIoT solutions: Acceleration Plans

In order for innovative software and cutting-edge analytics to deliver outcomes for the industrial world, companies need to rapidly get value from their technology investments. That's why product support, training, end-user adoption, and outcome realization planning play a critical role.

Acceleration Plans from GE Digital offer a comprehensive set of service capabilities to help maximize value from your software investments and capitalize on your digital industrial transformation. Acceleration Plans address critical product support, end-user training and education, data health, and overall organizational adoption needs.

## Acceleration Plan capabilities include:

### Technical Support Services:

Rely on the expertise of our technical support staff, who have an average tenure of 10 years and a 93% overall satisfaction rating. For Enterprise customers, we'll provide you with a dedicated support professional who knows your business and is committed to quickly solving your issues..

### Managed Services:

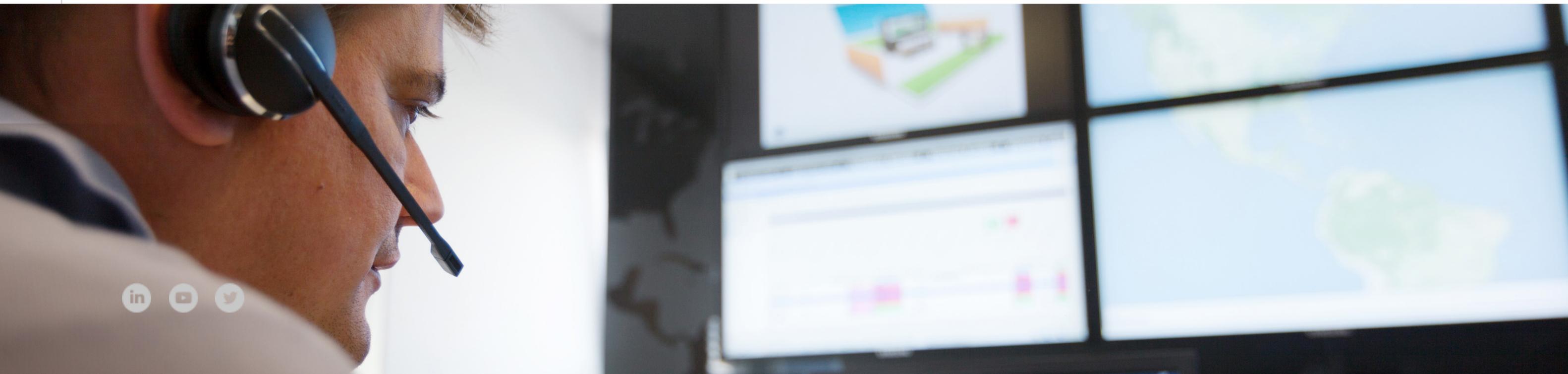
Move from reactive to proactive operations and maintenance. Managed Services continuously monitor your data connectivity and data feed quality. Our team can help anticipate issues before they occur and provide regular sensor health reports on your data infrastructure to help you play offense and minimize unplanned downtime.

### Adoption Services:

Only 15% of software installations are considered "very successful". From our experience, we've learned that this is largely due to the lack of effort and expertise focused on outcome realization and user adoption. Our team will help you gain a better understanding of your organization's ability to adopt new software with our readiness assessment. To help you drive value quickly, our Customer Success Managers will create outcome realization plans and provide governance during execution.

### Education Services:

With 24/7 online access to "Getting Started", "How To", and "Advanced" training, your team will be able to progress through solution onboarding and gain technical proficiency quickly, taking performance to a higher level.





## 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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