

Acceleration Plan for Solution Support from GE Digital



Maintain and support your digital solutions to ensure the highest continued value

Protect your digital investment with GE Digital's expert Solution Support that combines deep application expertise with product knowledge

"Set and forget" is not a strategy for success. To ensure your plant and enterprise solutions keep providing the highest value possible, companies need to plan for support and maintenance.

With Solution Support from GE Digital, you can sustain your digital investment and keep your operations running better, every day. Our Solution Support brings you the powerful application and technology knowledge and expertise of our industry-leading Professional Services team. Solution Support provides:

- Solution, product & industrial expertise to support operations
- An incident framework to fit your standards
- A cross-functional team that developed the solution and can now maintain the production environment

Sustain your digital investment for its full lifecycle with customizable support to fit your changing business needs and provide highest returns.

Outcomes

- Improve operations with faster issue resolution based on proven application and product expertise
- Decrease costs with better resource allocation, asset utilization, and operational consistency
- Leverage a solution support framework integrated with your existing processes and tools
- Ensure expert resource availability with knowledge transfer and solution ownership by your application support team
- Enhance your daily operations with industry-leading best practices to identify and resolve issues – derived from decades of manufacturing application and technology innovation
- Augment your staff with GE Digital's solution expertise in your application combined with knowledge in IT, security, OT, and more

01 Keep your operations running better, every day, with expert solution support 24/7

Solution Support provides quick incident resolution through clear ownership and escalation of logged cases along with monitoring and capturing learnings into a knowledge repository. GE Digital bases escalation on your Service Level Agreement in conjunction with severity and nature of individual issues. Levels include:

- Services Desk (Level 1)– incident raised to local service desk
- Incident Management (Level 2) – incident assigned to GE Digital owner, apply fast resolution when applicable
- Problem Management (Level 3) – deep technical dive, root cause, fix and report generation (major, critical)
- Product Support(Level 4) – involving GE Digital product support

02 Seamlessly manage release deployments to minimize downtime

GE Digital passes changes to the running environment – whether needed to fix or enhance the system – through stages of acceptance to ensure consistency of the resulting solution against regression as well as to provide a high standard of quality through layered automatic and manual validations steps.

03 Leverage solution application experts to meet changing needs



As your needs change, GE Digital's solution experts can help with enhancements and tailoring existing functionalities. With Solution Support, you have knowledgeable resources ready to implement enhancements. You can save time by eliminating the need for knowledge transfer and instead focus on seamless design, implementation and validation of your next generation solution.



With GE Digital's Professional Services team, you have the application expertise, industry domain experience, and product knowledge to maintain and support your digital solutions for continued value and meeting your current and changing business needs.

Success with GE Digital's Professional Services

Your trusted partner for full deployment and support of your GE Digital solution, resulting in better outcomes, reduced risks, and higher customer satisfaction – proven and supported around the world..

-  **800,000** Deployment hours
-  **245+** Deployments
-  **200+** Skilled employees
-  **90%** Customer satisfaction

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