



# Acceleration Plans

from GE Digital

## Make your business outcomes a reality

With 125 years of experience building industrial solutions at scale, more than a billion dollars committed to innovative software and analytic development, and our own transformation experience, our domain experts at GE are uniquely qualified to make your digital industrial transformation a success.

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 Service Plans from GE Digital make your business outcomes a reality by combining:

- Success managers that deliver rapid response
- Extensive education offerings available online 24x7
- Structured adoption readiness and outcome plans capability training

# Accelerate your return on software investment

With your success as a priority, GE Digital has created Outcome Service Plans that include the capabilities needed to accelerate ROI of your software investment.

Implementations fail due to misalignment on expectations, disconnect or gap in scope of work, or risks identified that were not mitigated early. Ensure you get the most out of your software investment with our Acceleration Plans.

**Partner with GE Digital to make your digital journey a success.**



## GENERAL SUPPORT

Contact Methods	Standard*	Premier	Enterprise
Phone Support		✓	✓
Web Support	✓	✓	✓
24x7 Customer Community/Online Portal	✓	✓	✓
Emergency 24x7 After Hours Support	✓	✓	✓
Access to Extensive Knowledge Base	✓	✓	✓
Maintenance and Releases	✓	✓	✓
<b>Initial Response</b>			
All Priority Levels: 1 business day	✓	✓	✓

\*excludes APM/OPM

	Standard*	Premier	Enterprise	
GENERAL SUPPORT	Priority 1 – (Critical): 30 minutes (24x7 phone support)	✓	✓	
	Priority 2 – (High): 4 business hours	✓	✓	
	Priority 3 – (Medium): 8 business hours	✓	✓	
	Priority 4 – (Low): 1 business day	✓	✓	
	Test Environment Keys (for On-Premise Products)* <small>*Excludes APM/OPM Products</small>	✓	✓	
EDUCATION	<b>Training</b>			
	Online 24x7 Getting Started Education	✓	✓	✓
	Online 24x7 How To Education Series		✓	✓
	Online 24x7 Advanced Education Series			✓
	100 Education Credits			✓
	Customized Roadmap of training based on adoption and customer needs			✓
OUTCOME SERVICES	<b>Outcome Personnel</b>			
	Account Health Monitoring		✓	✓
	Named Customer Success Manager			✓
	<b>Outcome Management with Assigned Personnel</b>			
	Experience Escalation Management			✓
	Annual Account Health Review			✓
	Quarterly Outcome Review			✓
	Governance/Outcome Readiness			✓
	Outcome Roadmap			✓
	Outcome Realization			✓
	Solution Roadmap/Release Readiness			✓

\*excludes APM/OPM

# Capabilities

## Technical Support Services

You can rely on the expertise of our technical support staff, who have an average tenure of 10 years and a 93% overall satisfaction rating.

## Adoption Services

Only 15% of software installations are deemed “very successful,” and that’s because adoption isn’t taken into consideration. Our team will help you gain a better understanding of your organization's ability to adopt our software with our readiness assessment. To help you drive value quickly, our success managers build outcome realization plans and provide governance during execution.

## Education Services

With 24 x 7 online access to getting started, how to, and advanced best practices training, your team will be able to progress through solution onboarding and gain technical proficiency quickly, taking their performance to a higher level.



## Benefits

- Maximize value out of your software investment from GE Digital immediately with our bundled plans
- Minimize potential operational interruptions with our 30-minute rapid response to technical issues
- Accelerate your time-to-value from your software investment with our adoption services capabilities
- Ensure your team is utilizing software best practices and all solution features with access to our on-demand training modules
- Improve competitive balance in a changing industrial world with access to a Customer Success Manager