# Acceleration Plans

Support Services Guide for *All APM and Emissions & Generation Management Software*

# Table of Contents

# Introduction

You need fast, effective solutions throughout your product lifecycle to maximize your technology investment and maintain a competitive edge in today's connected world. You need easy access to deep product expertise when it comes to solving your toughest problems. You need the peace of mind that comes from having an emergency lifeline in critical plant down situations. You need the flexibility to streamline your technology investment in a way that minimizes cost, impact, and risk – when it is most convenient for you. This is what our GE Digital (GED) customers count on – and more – from their annual support services subscription.

This document describes the Acceleration Plans (AP) for GE Digital hosted and on-premises APM and Emissions & Generation Management software solutions.

Individual customer entitlements will vary. Customers can refer to their respective master agreements to determine their entitlements; a quick comparison can be found on our Support Services Acceleration Plans web page.

# APM and Emissions & Generation Management Acceleration Plans

APM and Emissions & Generation Management Acceleration Plans (AP) are software support and services subscriptions designed to help end-users worldwide address critical product support, education, account health, and overall adoption needs. Whether it is to quickly resolve production issues, gain product and technology expertise, or streamline software updates, Acceleration Plans (AP) will play a key role in making your business outcomes a reality.

The goal of GE Digital's Customer Success Team is to provide world class service to our customers with every interaction. Customers with an active Acceleration Plan have access to comprehensive services designed to help you resolve and answer questions when they arise.

By establishing a global team of knowledgeable and experienced Support Professionals, we can provide you with a seamless customer support experience. GE Digital's Support Professionals work closely with the R&D and Customer Response Teams and have been equipped with the tools and information they need to support customers and answer day-to-day questions.

Throughout the year, we invite you to participate in the feedback process on several aspects of our support offering. Through case surveys, knowledge articles, and customer support site feedback, customers can provide valuable feedback to our organization that helps drive continuous improvement in our delivery of support services.

# Acceleration Plan Benefits

Digital industrial transformation requires more than just installing new software—it requires the adoption and utilization of new tools and solutions across your enterprise. Acceleration Plans address this need and drive outcome attainment. These plans offer a comprehensive set of service capabilities to help you maximize value from your software investments and capitalize on your digital industrial transformation.

Acceleration Plans address critical product support, end-user training and education, and overall organizational adoption needs.

APM and Emissions & Generation Management Acceleration Plans (AP) offer a robust end to end support experience for customers with active AP contracts or with APM and Emissions & Generation Management software subscriptions by combining:
- Exceptional technical support and maintenance
- Extensive education offerings available 24x7
- Structured adoption readiness and outcome planning services

GE Digital offers two different AP levels: "Premier" and "Enterprise":
- Premier level is included in all hosted and subscription APM and Emissions & Generation Management software solutions. For on-premises customers, Premier level is required to receive support, versions updates, and other benefits described in this document.
- Enterprise level is a subscription plan to access a range of technical, advisory, and education services designed to increase adoption, drive business value, and maximize the return on solution investment. These services include Outcome Services, Enhanced Education Services, and Value Services that provide access to training and consulting experts to address our customers' demanding needs.

## AP Premier Level
APM and Emissions & Generation Management Acceleration Plan Premier level includes:
- **General Support and Maintenance:**
  - Phone Support
  - Web Support
  - 24/7 Access to Customer Community/Online Portal
  - Access to Extensive Knowledge Base
  - Maintenance and Releases
  - Emergency 24x7 After Hours Support
- **Education Services:**
  - Online access to self-pace training series including: "Getting Started Education Series" and "How-To Education Series"
- **Outcome Services:**
  - Account Health Monitoring
- **Optional Add-on Value Services:**

- o Training Credits
- o Consulting Hours

# AP Enterprise Level

Enterprise Acceleration Plan is designed for customers with operations across multiple sites, where APM and Emissions & Generation Management solutions are mission critical for the company strategy and who want to be proactive mitigating change management, engagement, and adoption risks by including additional entitlements to provide outcome and value realization support. Enterprise Acceleration Plans are offered on top of Premier, which is a prerequisite.

APM and Emissions & Generation Management Enterprise Acceleration Plan offers three (3) tiers (Silver, Gold, and Platinum). Enterprise AP includes all the benefits of Premier level, plus:

| Benefits | Silver | Gold | Platinum |
|---|---|---|---|
| Enhanced Education Services | | | |
| Exclusive Online Education Content | X | X | X |
| Personalized Education Portal | | X | X |
| Education Strategy Workshop | | X | X |
| Outcome Services | | | |
| Disruption Escalation | X | X | X |
| Annual Account Health Review | X | X | X |
| Governance/Adoption Readiness | X | X | X |
| Outcome Solution Roadmap | X | X | X |
| Solution Roadmap/Release Readiness | X | X | X |
| Named Customer Success Manager | X | X | X |
| Value Services | | | |
| Included Training Credits | - | 400 | 600 |
| Included Consulting Hours | - | 80 | 200 |
| Optional Add-Ons discounts | 5% | 10% | 15% |

# AP Add-Ons

The Acceleration Plan Add-Ons are packages of additional Consulting hours or Training Credits that can be added to any of the GED Acceleration Plan subscriptions.

These add-ons extend the Acceleration Plan entitlements, providing customers with more Training Credits and/or Consulting hours according to business needs, without having to purchase individual service engagements after the initial implementation. This reduces the time to value that is impacted due to proposal and procurement lead times, will be budgeted in advance, and are eligible for preferential pricing for Enterprise Plan customers.

# Acceleration Plan Pricing and Eligibility

Acceleration Plans are purchased in the form of an annual or multi- year subscription contract. GE Digital requires the purchase of minimum twelve (12) months of AP with all new on-premises perpetual software purchases. For non-perpetual software subscriptions, AP premier is always included.

Acceleration Plan start dates will align with the software delivery date (i.e., when the Order confirmation email is sent to the customer). Customers with a current Acceleration Plan (AP) contract or with an active software subscription are eligible to receive the benefits outlined in this document.

## Acceleration Plan Reinstatement

Customers should renew their AP contracts on time and prior to the expiration date. All program benefits are terminated when the AP contract or the APM and Emissions & Generation Management software subscription expires.

If your Acceleration Plan contract expires, you can reinstate it in one of the following ways –

- If the contract has been lapsed 12 months or less -- by paying back for the lapsed period, plus a minimum of one full year forward.
- If the contract has been lapsed more than 12 months or did not exist -- by paying the standard upgrade fee (50% of then- current Software List Price), plus a minimum of one full year forward.

If your Acceleration Plan contract is linked to a hosted or non-perpetual software subscriptions, the AP benefits will be terminated at the same moment the software subscription expires. To reinstate AP, the Customer will need to purchase a new software subscription.

Contact your local Acceleration Plan Sales Associate at https://www.ge.com/digital/lp/power-generation-contact-me or your local partner for additional information or questions.

# Technical Support

The Acceleration Plan subscription delivers essential support and services to give you peace of mind and protect your operations. Support is available through self-service features using the Customer Central Web Portal or directly through subject matter experts that will be ready to troubleshoot, diagnose and resolve the issue at hand.

## Regions and Hours of Operation

The support organization operates across the globe to best serve our clients. Below are some of our primary operating hubs and normal hours of operation. If you need country specific hours, please contact our AP renewal specialist at pgog.cs.renewals@ge.com,  or your local partner.

### Hours of Operation:

| | | | |
|---|---|---|---|
| Americas | Monday – Friday | 8:00 AM – 8:00 PM | Eastern Standard Time |
| Asia Pacific | Monday – Friday | 8:30 AM – 5:30 PM | China Standard Time |
| Europe | Monday – Friday | 8:00 AM – 6:00 PM | Central European Standard Time |
| Middle East and Africa | Sunday – Thursday | 9:00 AM – 6:00 PM | Gulf Standard Time |
| United Arab Emirates | Monday - Friday | 9:00 AM – 6:00PM | Gulf Standard Time |

## Phone Support

### Contact Information:

| | Toll-Free | Toll | Languages[1] |
|---|---|---|---|
| Americas | 800-433-2682 | 617-725-2696 | English |
| Asia Pacific | +86-400-842-4213 | +65-3157-4914 | Chinese, English |
| | | +81-3-5544-3957 | Japanese |
| Europe, Middle East, and Africa | +800-1-433-2682 (Free Phone where available) | +420-296-183-331 | English, French, German, Spanish, Italian, Czech |

When contacting your GE Digital Global Customer Support for technical assistance, please have your Customer Service Number (CSN) and/or case number available to expedite call routing.
For a quick phone experience, consult the phone navigation map.

## Web Support

Our recommended method for case submission for non-critical issues is through the Customer Center (Web) Portal (http://digitalsupport.ge.com/.)

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[1] Language Support: *We offer support in the languages listed for the different regions. Please note there may be times when staff availability for some languages and product combinations is limited. Local Representatives and CSPs may also provide additional local language support.*

Customers can also submit cases through email to digitalsupport@ge.com; however, initial response times are slower than using the Customer Center (Web) Portal or calling our Support Center.  On average email submissions are processed within 24 hours.

GE Digital does **not** allow submission of Critical cases through the Customer Center (Web) Portal nor through email. GE Digital has determined that the most effective way to address Critical issues is with direct and immediate dialog via phone support. If assistance is required for a P1-(Critical) system down issue, please call our Support Center via telephone.

## 24 x 7 Emergency Support

During non-business hours and holidays, GE Digital's Global Support Center provides emergency phone support services for P1-(Critical) priority plant-down and full operation stoppage emergency situations. 'P1-(Critical) priority' is further defined in this document in the *Case Priorities* section.

To obtain emergency technical support, call your local GE Digital Global Support Center, follow the normal prompts to technical support, and leave a message for the support professional on call. Please ensure that you include your name, a call back number, a brief description of the issue (or case number) and your Customer Service Number (CSN) if possible, when initiating an emergency support request.

GE Digital strives to respond to customers within 30 minutes of initiating an Emergency Support Request. The on-call support professional will work directly with the customer to resolve the emergency.   The goal of the 24x7 emergency support process is to restore operations as fast as possible by mitigating the emergency. Once this is achieved, the case priority may be downgraded and further work on the case will be performed as defined in this guide.

## Customer Center (Web) Portal

The Customer Center (Web) Portal allows customers to manage technical support cases, access knowledge articles, and participate in communities to discover answers and solutions to product issues.

The Customer Center (Web) Portal requires you to register for a "Customer Center" account and have an active AP Contract. Your "Customer Center" account provides real time access to invaluable resources that will assist you in getting the most out of your GE Digital Software Solutions 24/7 support including:

- Customer Knowledge Base A complete library of technical articles, best practices, tips, and tricks, written by GED subject matter experts. Including easy access to all the product documentation, alerts, installation guides and on-demand downloads of hot fix, maintenance release or major releases.

- GED Community: Collaborate with other members across the world in our community forums, post questions and search solutions to solved problems.

- Cases Management:  Submit new support cases and review or update existing cases you or your company have opened. Extract a detail view of all the cases into an excel spreadsheet.

- Ideas Portal:  Create product suggestions and vote on community members ideas.

## Support Policy

Customers must consult with GE Digital before performing any upgrades on any third-party Software required to run the GE Software. GE shall not be required to provide support relating to problems or issues arising from third-party Software or under the following conditions:

- Modified or abnormal operating conditions
- Customer's use of the GE Software in a manner for which it was not designed.
- Damage to the computer on which the GE Software is installed.
- Customer's negligence, misuse or modification of the GE Software or its configuration (including SQL)
- Versions of the GE Software other than those designated in the applicable Customer Support Guide
- Systems that do not meet the specifications or configurations, if any, specified by GE
- Effects of external systems (network, data feeds, shared/virtual hardware, other products),
- Customer failure to keep current with backups, virus protection, operating system/database patches, or other IT best practices, or
- Accessing the Software or data except through the official API.

# Standard Case Process

When an AP Customer contacts GE Digital's Global Support Center with a question or product issue, the following process is used to communicate and document the interaction.

## Case Creation

Technical issues submitted through the web portal, email or phone will be documented within GE Digital's Case Management System and will be assigned a unique case number. All information and communication regarding the issue is entered under this case number and is kept in the Case Management System for later reference. Customers can access the Case Management System and view case details on the Customer Center (Web) Portal.

When contacting GE Digital's Global Support Center, customers should be prepared to provide the following information to expedite case resolution:

- Customer Service Number (CSN) and contact information.
- The name and version(s) of the product(s) affected.
- A description of the issue being reported.
- Type of Environment: Production, Test, Development
- Screenshots, Error Messages, logfiles, and/or steps to reproduce.
- The urgency and impact of the issue

## Case Ownership

A Support Professional will be designated as the case owner while the case is being worked. The case owner is responsible for all communication with the customer and for documenting case work in the technical support case. Communications regarding case status, updates, and requests for information by the case owner will be done by email or direct telephone contact.

## Case Priorities

All cases are assigned a case priority, based on the impact and urgency of the issue. Support professionals use case priorities to help determine the order of precedence for managing their workload. The case owner will discuss the case priority with the customer to ensure the impact and urgency of the issue are understood.

The case priority may change during the lifecycle of the case. Below are the definitions of case priorities in order from the highest to lowest priority.

| Priority | Impact | Urgency |
|---|---|---|
| P1-(Critical)[2] | • Total system outage<br>• Service outage that causes severe disruption to production<br>• Essential product functionality is inoperable.<br>• Data loss<br>• Substantial economic impact | Immediate attention is required to restore production, outside normal business hours if necessary.<br><br>*Note: P1 issues require the customer is available to assist in the diagnostic process and/or GE Digital has access to the system to expedite resolution.* |
| P2-(High)[3] | • Issue substantially impacts production.<br>• Data integrity issues<br>• Functionality with no work around.<br>• Issue causes a complete barrier to development work and project completion | Needs attention and resolution as soon as possible. Cases are worked during normal business hours. |
| P3-(Medium) | • Appropriate for single user issues<br>• General product functionality issues with a known workaround<br>• Development issues<br>• Product questions | Normal urgency: cases are worked during normal business hours. |
| P4-(Low) | • Informational request<br>• Question<br>• Documentation request<br>• Minor problem<br>• No risk to other functionality or service | No urgency to the issue. |

## Initial Response Rates

The case owner will attempt to resolve the issue during the initial customer contact. If the case owner successfully resolves the case, information will be documented in the case and the case status will be set to 'Closed.' See the *Case Status* section of this guide for more information on case statuses.

The initial response rate[4] is determined based on the case priority and AP Tier level purchased, as outlined below.

| Tier | P1 – (Critical) | P2 – (High) | P3 – (Medium) | P4 – (Low) |
|---|---|---|---|---|
| Premier, Enterprise | 30 Minutes | 4 Business Hours | 8 Business Hours | 1 Business Day |

*\* Case submissions through email have a 24-hour response time for all tiers.*

## Case Communication Rates

For cases, which require ongoing investigation, the case owner will discuss the next technical actions with the customer, agree on the case priority and next communication. As troubleshooting and case work

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[2] *The case priority may be lowered, if there is additional work to complete after the outage has been addressed or if the customer is unavailable to assist in the diagnostic process.*

[3] *The case priority may be lowered, if a reasonable workaround has been provided to complete case work or the customer is unavailable to assist in the diagnostic process.*

[4] *The initial Response Rates outlined are an average. GE Digital strives to deliver to the targets outlined 90% of the time. Rates may vary depending on the complexity of the technical issue reported.*

continues, the case owner will communicate with the customer based upon the targeted communication rates or a mutually agreed frequency.

The targeted case communication rate[5] is determined based on the case priority and AP Tier level purchased, as outlined below.

| Tier | P1 – (Critical) | P2 – (High) | P3 – (Medium) | P4 – (Low) |
|---|---|---|---|---|
| Premier, Enterprise | 1 Hour | 4 Business Hours | 2 Business Days | 1 Week |

## Case Status

Each case is assigned a case status to identify the stage and awaiting actions of the case. The status of a case is maintained in the Case Management System and is updated as the case progresses to resolution. Below are the most common case statuses used.

| Active Case Status | Case Status Definition |
|---|---|
| *Support Investigate:* | The case owner and GE Digital's Global Support Team are investigating the case. |
| *Customer Action:* | The customer has actions or tasks to complete before support investigation can continue. |
| *Solution Provided:* | A solution has been provided and is being implemented or verified by the customer. |
| *Engineering Investigate:* | The issue requires product code changes or code-level troubleshooting and is under investigation by engineering resources. If code changes are made, they will be packaged into a Hot fix, maintenance release or future major release. |
| *Pending Fix:* | The issue requires product code changes and will be corrected in an upcoming hot fix, maintenance release or major release. |
| *Awaiting Services:* | The issue requires custom application code changes or code-level troubleshooting, investigation of platform hosted applications and is under investigation by services resources. |

*Disclaimer: When referring cases to Professional Services, standard third-party charges may apply unless a defined agreement with Professional Services exists to provide support for customizations and extensions to the product functionality.*

## Case Escalations

If a customer feels, for any reason, that their case is not progressing to their needs, they may request that their case be 'escalated.' This method is offered beyond the normal case management process to ensure that customers have a way to raise their hand when they need additional assistance.

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[5] *The Communications Rates outlined are an average. GE Digital strives to deliver to the targets outlined 90% of the time. Rates may vary depending on the complexity of the technical issue reported.*

Customers should not escalate cases at the time of the initial case submission. The case priority and information on the impact of the technical issue by the Customer is used to accurately assess new case submissions. The following are potential reasons why a customer may request to escalate a case:

| | |
|---|---|
| *Case Inactivity:* | Unsatisfactory rate of communication regarding status of case |
| *Commercial Impact:* | Sale, project, or contract renewal delayed pending case resolution |
| *Financial Impact:* | Unresolved issue impacts the customer's ability to make their product(s) or impacts the customer financially |
| *Time To Solve:* | Actively communicating but case has been open an excessive period |

The following is the recommended case scalation path:
- Escalate the case online using the Customer Center (Web) Portal.
- Contact the case owner to request a case scalation.
- Escalate to Customer Success Manager (when assigned to your company) or to your Account Manager.
- Escalate to regional Customer Support Manager.

## Site Visits

GE Digital's Global Support Teams have many tools and options available to troubleshoot customer issues remotely, however occasionally on-site technical support may be necessary. If GE Digital's Global Support and the customer mutually agree that the case is not progressing, and remote options are insufficient to resolve the issue, GE Digital will determine a plan for a site visit and coordinate resources to provide on-site assistance if necessary.

GE Digital will require the customer to provide a purchase order prior to the site visit. The cost of the visit and a service rate may be charged to the AP customer if the issue is determined to be an application/integration issue and not due to a product issue.

## Closing Cases

Cases are closed when there is no further communication to take place on an issue. If a case owner does not hear back from a customer, the case owner will try at least twice to contact the customer before closing the case. The case will remain open for a minimum of two weeks pending a reply from the customer.

When appropriate, closed cases can be re-opened to re-investigate an issue. Contact a local Representative or the GE Digital's Global Support Center to request that a case be re-opened.

| Closed Case Status | Case Status Definition |
| --- | --- |
| *Closed:* | Issue has been resolved, customer and case owner have agreed to no longer pursue the issue, or no response was received from customer. |
| *Closed Admin:* | Case has been closed due to an administrative issue (i.e., duplicate case record). |

When a case is closed, a brief survey will be sent to the customer to get their feedback on the experience. All survey feedback is reviewed and valued at every level within GE Digital – from the case owner to the CEO.

# Software Maintenance and Upgrades

## Software Version Upgrades

Take advantage of complementary Software Version Upgrades included your Acceleration Plan subscription and keep your software and systems up to date with the latest technology.

## Hot Fixes and Maintenance Releases

Hot fixes and maintenance releases will be issued as needed providing corrections to software defects. These are published as part of specific Knowledge Articles in our Customer Center (web) Portal and are available to all registered AP Customers.

Hot fixes and maintenance releases will be created only for GE Digital products that are under Ongoing Support and Extended Support Maintain. Review the "Product Version Support" section of this guide for additional details.

## Product Security Advisories and Patches

Security is, and always will be, an area of focus at GE Digital. We work with customers, industry working groups and standards bodies, government agencies, and the security research community to continually improve the security of industrial control systems and global infrastructure.

Visit the Customer Center (web) Portal for the latest information on product security advisories, download security patches, report product vulnerability or security concerns, and to sign up to be notified of product security alerts.

## Product and Documentation Suggestions

If a customer has a suggestion for new product functionality, features, or if a product version can be supported for use with a new release of a third-party product, a support professional will document the suggestion within a technical support case, flag the case as a product suggestion, and close it. Customer feedback and suggestions are highly valued by GE Digital - all suggestions logged in cases are reviewed by technical support, engineering, and marketing as part of product release cycles. Customers can also post suggestions on the Ideas section of the Customer Center (Web) Portal.

If an omission or error is found in a product documentation or knowledge article a support professional will document the issue in a technical support case, flag the case as a documentation suggestion, and close the case. The Product documentation is updated as part of product release cycles and all documentation cases will be reviewed for inclusion. Support professionals also regularly post and update Knowledge Base articles with product alerts, product information, and product feature examples.

All suggestions (whether product or documentation) provided to GE regarding any existing or potential GE Software, product, feature, functionality or the like becomes the sole property of GE. GE determines in its sole discretion whether it will act on any suggestion. To the extent GE acts, in its absolute discretion and in whole or in part, or any customer suggestion, GE retain all rights arising therefrom or relating

thereto, and customer shall not be entitled for any compensation, credit, recognition, royalty or otherwise related to such suggestion.

# Lifecycle and Support Policies

## Product Version Support

GE Digital provides up to date information about the products currently supported with a comprehensive view of product lifecycle phases, phase transition timing, and available support during each phase. Visit our Customer Center (Web) Portal for the latest information on our Product Lifecycle Policy.

## Product Obsolescence

Visit our Customer Center (Web) Portal for the latest information on Obsolescence Announcements.

## Application Support Scope

GE Digital's Global Support Teams are available to assist customers with a wide range of technical product issues and questions; however, Acceleration Plans do not include support for:

- Coaching on software use – In situations where you require training, answers to how-to questions, and in-depth knowledge, you will be directed to search our Product Documentation and Education Portal. Here, you can find on-demand training at all levels.
- Performing software upgrades or implementations – Routine upgrades and implementations are the responsibility of the customer. Alternatively, if you need assistance, please get in touch with our Professional Services Team.
- Professional services implementation past warranty period – Your system design team, system integrator, or service provider is responsible for making changes to your individual application.
- Specific content not encompassed within the license software or subscription, including but not limited to dashboards, reports, policies, data interfaces, queries, and similar features. As such, any requirements or requests for these items will necessitate additional consulting or professional services. Alternatively, if you need assistance, please get in touch with our Professional Services Team.
- Monitoring the software and accompanying industrial assets on behalf of the customer – instead, learn more about our Industrial Managed Services which uses APM on behalf of our customers.
- Developing or debugging custom code, or for consultation in developing your own application. GE Digital's Global Support Team reserves the right to deny code development and debugging that it considers to be too extensive or out of scope for supported issues.

## Third Party Product Support

GE Digital publishes third party product compatibility and support information in our Product Documentation, which provides information on product interoperability and supported versions for products, operating systems, and third-party technologies.

GE Digital will provide support for all GE Licensed Products and Third-Party Products based on the support fulfillment documentation provided with your AP confirmation. In some cases, GE Digital's Global Support Teams will not be able to resolve an issue because it falls outside of the scope of GE Digital products. For example, problems caused by underlying operating system issues, third party functional constraints, or performance limits of hardware components. The case owner will work with the customer to identify if

the issue is within GE Digital product scope, or whether they need to pursue the issue with another vendor. If, in good faith, GE provides advice or assistance to a customer that is not required by the customer's level of AP support, GE will not be subject to any liability under any theory.

GE Digital has implemented a continuous testing model which ensures we validate the latest Microsoft Operating System Service Packs updates and Microsoft Critical updates every time we create a SIM or Service Pack.

# Education Services

GE Digital has a complete [portfolio of Education Services offerings](#) for Digital Industrial solutions and disciplines which are available world-wide, onsite at a customer location or via distance learning across a variety of time zones. Our experienced, knowledgeable instructors, hand on labs, tools, and resources are readily available to increase your team's proficiencies and ensure successful outcomes.

## Online Educational Service Offerings

Acceleration Plan customers receive access to on-demand, web-based training modules covering the complete APM and Emissions & Generation Management Portfolio. This provides a flexible training offering to help you quickly develop the skills required to deliver your business outcomes. This is ideal for supplementing classroom or virtual training, which can be purchased separately.

The online offerings included in the Acceleration Plans are available to ALL your employees and provide full site access for the length of your Acceleration contract. New content is being added continuously. Based on your Acceleration Plan, you will receive 24x7 online access to one of the following educational offerings:

- *Getting Started and "How-To" Education Series* – *Included in Premier and Enterprise AP*
  Online content that provides an understanding of the product, its components, and capabilities and in-depth online training content that provides working knowledge of the software including end user capabilities and understanding of the product features and where to get help.
- *Advanced Education Series* – *Included in Enterprise AP*
  More advanced training is available, including best practices and processes. The advanced topics will take your knowledge to the next level.

## Classroom Education Service Offerings

GE Digital offers a complete portfolio of classroom or virtual classes for APM and Emissions & Generation Management solutions and disciplines. Instructor-led sessions are offered live and are available across a variety of time zones.

Classroom training is delivered by experienced and knowledgeable subject matter expert instructors. Consult our [APM and Emissions & Generation Management Curriculum Guide](#) to learn more about our educational offerings and check our [Calendar](#) for upcoming training course availability.

## GE Digital Education Portal Access and Registration

When an Acceleration Plan is purchased, you will be provided with your Customer Service Number (CSN). Each prospective student or contact must create their own account in GE Digital's Education Portal, [EDGE](#). When accessing the portal, ensure that your CSN is entered to access the online educational benefits. Students can verify their company CSN in their profile after the account is created to ensure they are registered as a student in your organization.

To create an EDGE account, consult this step-by-step guide: Getting Started with EDGE. For additional questions, please contact us.

## Education Strategy Workshop

As part of the Enterprise AP Gold and Platinum, customers will be offered an Education Strategy Workshop. The Customer Success Manager (CSM) assigned to your account will work closely with your organization to develop a long-term education strategy and define specific targeted learning paths. This service will also include easy EDGE enterprise registration for all employees, advanced training dashboards, and monitoring of the training roadmap.

## Customer Education Portal

As part of the Enterprise AP Gold and Platinum, customers will be offered a private training portal. This is a curated location within GE Digital's Education Portal that acts as a starting point for the customer's trainees. Within the Portal, courses will be organized according to GE Digital's standard roles which have been established over years of experience with our software and customer users. To facilitate the creation of the customer training portal, a strategy workshop will be offered in which our educational experts will work you, the customer, and your CSM to map the customer's identified roles to our role-based curricula. Please contact your CSM should you desire to take advantage of this offering.

# Outcome Services

Digital transformation and the adoption of disruptive technology can be challenging. During your transformation, change becomes a constant, rapid time to value a necessity, and ultimate outcome realization a business imperative. With this reality in mind, we have developed a leading approach to outcome management. GE Digital's Outcome Services provide the appropriate people, process, and tools to guide you to success.

Outcome Services are included in the Enterprise AP levels. The Customer Success Manager (CSM) will work with project stakeholders to align on measurable goals and continuous improvement strategies to maximize ROI and minimize time to value. These services include:

- **Account Health Monitoring**
- **Disruption Escalation**: Process for on-going, non-technical issue management and escalation. Allows communication channel and resolution mechanism for non-support related account health issues when issues arise.
- **Annual Account Health Review**: Biannual operating mechanism for reviewing account health indicators: commercial, product, project, support, and adoption. Enables both parties an opportunity to review issue remediation progress, identify barriers to success, and agree on a path forward.
- **Governance/Adoption Readiness**: Annually, CSM outlines appropriate stakeholders at each hierarchy layer and defines regular operating mechanisms/escalation path for each group. Also, assesses and identifies outcome barriers/hurdles in advance of go-live.
- **Outcome Solution Roadmap**: Annually, CSM translates outcomes desired into an attainment plan and multi-generation roadmap, establishing a pathway to success.
- **Solution Roadmap/Release Readiness**: Provided upon major release, an overview of upcoming releases and best practices, enabling early input about changes coming and feedback into roadmap.
- **Named Customer Success Manager**: A Customer Success Manager (CSM) will be assigned to your account to coordinate the delivery of Outcome Services, Enhanced Education Services, and Value Services.

## Customer Success Manager

The GE Digital Customer Success Manager (CSM) is your key point of contact for all your post-sales support needs. The CSM works collaboratively with your organization to ensure healthy technology adoption/utilization and minimize your time to value from investments in GE Digital software.

The frequency of these services and CSM assignment may vary depending on the value contract size, as well as the Acceleration Plan level.

## Account Health Review

Health monitoring reviews are operating mechanism for reviewing account health indicators: commercial, product, project, support, and adoption.

During Account Health Monitoring reviews, your CSM will:
- Monitor your account for risks and proactively resolve any issues precluding your progress.
- Be your primary point of contact for escalations and serve as a bridge to technical functions when needed.
- Conduct Account Health Reviews/VOC sessions to ensure the success of your digital transformation.
- Coordinate roadmap reviews and upgrade consulting services and collect your feedback to inform product roadmaps.

# Value Services

The Acceleration Plan Value Services offers packages of Consulting hours or Training Credits that can be added to any Acceleration Plan subscription. These add-ons are intended to extend the Acceleration Plan entitlements, providing our customers with more Training Credits or Consulting hours according to their business needs, without having to purchase individual service engagements after the initial implementation. That will reduce the time to value that is impacted due to proposal and procurement lead times, will be budgeted in advance, and will enjoy preferential pricing for our Enterprise Plan customers depending on the Enterprise Acceleration Plan level selected.

## Consulting Services Hours

Consulting Services hours are a powerful benefit to the Enterprise Gold and Platinum AP levels that make GE Digital technical and functional expertise available to help customers address specific issues, fine tune their solution, and accelerate time to value. Consulting Services hours can be used to for a wide variety of purposes including:

| Example Technical Uses | Example Functional Uses |
|---|---|
| • Accelerators and Content Deployment<br>• Blueprints creation and updates<br>• Model optimization<br>• Accelerators implementation<br>• Customer content creation<br>• Analytics, Reporting and Visualization<br>• Solution Configuration Services<br>• Policies creation and consulting<br>• Workflows creation and consulting | • Road Mapping Assessment<br>• Change Readiness Assessment<br>• Sensor Gap Analysis<br>• Functional Advisory<br>• Business Adoption<br>• Use Case Facilitation |

You can see more examples of our consulting services in our Advisory Services Catalog.

## Training Credits

GE Digital's Educational Services helps to equip you and your teams with the capabilities needed to journey from adoption readiness to product proficiency to outcome attainment, leading to digital industrial transformation. As projects are being defined, scoped, and budgeted, specific training requirements are not always well known. Educational Services Training Credits allow organizations to budget for their critical training needs up front yet have flexibility to set the classes and timing that will functionally deliver the desired business outcomes.

GE Digital Educational Services Training Credits ("Training Credits") exist to provide your organization with the maximum flexibility to purchase and redeem training throughout a 12-month period from the date of the GE invoice reflecting your purchase.

To redeem the Training Credits, the customer must provide a primary contact, with an active EDGE account, to administrate the purchased Training Credits. The primary contact will have the authority to make decisions regarding the Training Credits, for validating that all students identified with your organization's CSN(s) are authorized to use Training Credits, be responsible for and manage the use of all Training Credits.

To review the full list of Online and Instructor-Led catalog and credit value, visit our full course list.

For more information on Training Credits, use our Training Credits Customer Guide and Training Credits Brochure, or please contact us.

## Using Training Credits for Private Training

Private Instructor-Led training (Onsite or Distance), can be booked using Training Credits, and credits redemption will be calculated depending on course duration and participants:

| Private Distance Learning | | |
|---|---|---|
| Course Duration (hours) | Up to 10 Students (credits) | Up to 20 Students (credits) |
| 4 | 50 | 70 |
| 8 | 100 | 130 |
| 12 | 120 | 140 |
| 16 | 130 | 160 |
| 20 | 150 | 180 |
| 24 | 160 | 200 |
| 28 | 180 | 220 |
| 32 | 190 | 250 |
| 40 | 230 | 320 |

In case of Onsite training, Travel and Living is not included.

## Value Services included in our Acceleration Plans

| Value Services | Premier | Silver | Gold | Platinum |
|---|---|---|---|---|
| Included Training Credits | - | - | 400 | 600 |
| Included Consulting Hours | - | - | 80 | 200 |
| Optional Add-Ons discounts | - | 5% | 10% | 15% |

All Acceleration Plan customers can purchase additional Training Credits (Acceleration Plan Add-Ons) at any point during their AP contract length. Enterprise Plan Customers (Silver, Gold, and Platinum) obtain additional discounts for purchasing additional AP Add-Ons.

## Requesting Value Services

The Customer Success Manager collaborating with the customer will coordinate scheduling of resources to achieve delivery of the consulting services, as well as the planning of private training lessons. The Customer Success Manager will also collaborate with the customer to track use of Consulting Hours and Training Credits, to assure they are used in a timely manner, and to ensure that adequate provision has

been made in the agreement for the services required to meet the Customer's objectives for the service requested. A quarterly report with the balance of hours and credits will be delivered to the customer.

Scheduling of consulting hours will be done on a quarterly basis, one quarter in advance, and aligned with the Outcome Solution Roadmap. Cancellations will be rescheduled based on availability. If GE Digital cannot meet the adjusted schedule request, then the services will be rescheduled during the subsequent quarterly scheduling session.

Once GE Digital resources are assigned and scheduled on a specific date, any date change or cancellation will require a minimum of a two (2) week notice, to allow GE Digital sufficient time to reallocate the individual(s) time. If less than a two (2) week notice is given to GE Digital for a date change or cancellation, the originally planned consulting hours will be discounted from the balance. This change will be managed through a mutually agreeable change request process.

Associated travel expenses (airfare, hotels, meals, etc.) will be billed separately based on actual receipts.

Resources are scheduled on a first come-first served basis. GE Digital will make every effort to provide resources on dates requested or in the event we cannot meet the originally requested date, we will collaborate with you to find a mutually agreeable alternate date.

Any remote Consulting Hours will be scheduled in sessions of minimum two (2) consecutive hours. In case of onsite consulting, the minimum of hours will be eight (8) consecutive hours, and travel hours will be deducted from the balance for up to a maximum of eight (8) hours per trip.

# Glossary of Terms

Case Management System – A secure database used to store information and history related to technical support cases.

Certified Solution Professional (CSP) - A GE Representative who has completed technical product training and exams to certify them to provide technical support to AP Customers.

Customer Center (Web) Portal – Website for customers to access case management tools, product downloads, knowledge base articles, customer community, order, and asset information.

Customer Service Number (CSN) - A unique number assigned to each customer's account. The CSN is used by GE Digital phone systems to allow AP customers direct access to technical support.

Extended Support - Extended Support is a type of support we provide when Ongoing Support is no longer available for a Product release. Extended Support may be offered at a higher price than Ongoing Support.

GE Digitals (GED) Global Customer Support Team - The many resources that provide support and technical assistance to AP Customers. This includes GE Digital Support Professionals, CSPs, Engineering, QA Teams, Product Marketing, Documentation, and Acceleration Sales Teams.

Hosted Services - Computer software applications, software platforms, and equipment monitoring services that are hosted by GE and provided as a service to Customer.

Knowledge Base (KB) – A section on the Customer Center (Web) Portal to house technical product information.

Local Representative - Partners of GE Digital who sell and service GE Digital products.

Ongoing Support - Support provided by GE Digital for the Products at standard cost under a maintenance and support agreement branded GE Acceleration Plan (formally Global Care). There are three choices: Standard, Premier and Enterprise

Product Release – A new product version (i.e., 2.0 or 2.1) or product level (i.e., 6.0 to 7.0)

Product Release Cycle - The stages of development from initial concept to release for software products.

Service Pack (SP) - An installation of product files and enhancements that will patch an entire product. Service Packs receive full regression testing to ensure complete product functionality.

Service Provider - Sometimes referred to as 'Solution Provider' or 'Systems Integrator.' A company that specializes in developing customer applications using GE Digital software products.

Software Improvement Module (SIM) - Also referred to as a 'hot fix' or 'patch.' An installation of product files to address a product issue in a specific area of a product. SIMs are unit tested in the areas of the product affected by code changes.

Support Professional - An individual or CSP who provides technical support to AP customers.

Technical Support Case - Information, activities, communication, and files related to a customer issue. Each case is assigned a unique case number and is housed in a Case Management System accessible to customers through Customer Center (Web) Portal.

World Class Service - At GE Digital it means listening to our customers, staffing professionals with deep technical expertise, and providing solutions that enable our customers to realize the highest possible value from their GE technology investments.

# Contact us for support

Americas: + 1 800 433 2682 or + 617 725 2696
Global regional phone numbers are listed by location on our
web site  https://digitalsupport.ge.com/s/

# Contact us for AP Sales

Contact GE Digital Account Manager or your Local Partner.
GEDSupport.Renewals@ge.com