



# Delivery Assurance from GE Digital

Minimize deployment risk with GE's guidance during implementations through in-house and third-party resources

## Protect your MES investment with expert risk analysis and mitigation to ensure value is delivered without governance or technical failures

With nearly 1 million MES deployment hours of experience, GE Digital's Professional Services team knows the best practices for MES deployment success. We understand Proficy software and how best to apply it. We know the issues that can slow MES projects, what pitfalls to avoid, and how to drive success for faster return.

In cases where an in-house or third-party team is the right answer for your deployment, GE Digital can provide Delivery Assurance – guiding the implementation to minimize risk and providing expert insight based on our proven playbook.

Our Delivery Assurance consulting service supports the MES project manager, belonging to the customer organization, with experienced guidance at every implementation stage – from design to build and deploy. Our team aligns with the implementation objectives and uses a proven, prescriptive methodology to predict and overcome risks.

With Deliver Assurance, you can protect your MES investment by supporting your project board and manager, tracking against objectives and securing recommendations to mitigate risk and optimize value.

### Outcomes

- Maximize the value of your MES investment with expert guidance, support, and domain knowledge
- Minimize the potential risks associated with in-house and third-party partner deployments
- Early Identification of potential failure modes and related countermeasures via a Lean methodology
- Leverage GE Digital's experienced Professional Services to support your project board and project manager, driving to your objectives and success
- Capitalize on best practices based on decades of experience
- Increase team and business confidence in their ability to deliver a smooth and successful implementation including first-plant experience

## 01 Project governance and risk mitigation through a proven, prescriptive approach

As experts in Lean and Six Sigma methodologies, GE Digital supports you with regular non-invasive consultancy through recursive reviews based on a prescriptive process to continuously improve the quality of project deliverables.

Our Failure Modes and Effects Analysis (FMEA) consists of five iterative steps to determine potential failure modes and related effects, calculate a risk priority number, prioritize countermeasures, implement them and recursively monitor the project implementation to maximize value.

GE Digital's Professional Services team leverages an extensive catalog of failure modes, effects and related countermeasures applied over hundreds of thousands of deployment hours. Protect your MES investment by supporting your project manager with this knowledge base and ability to overcome the most common challenges smoothly.

## 02 Collaborative delivery that supports your project manager, board and extended team

Manufacturing operations, IT, senior leadership, in-house deployment engineers, and third-party partners – MES implementations bring together a cross-functional team that requires expert guidance.

With a focus on collaborative delivery, our Professional Services experts monitor and advise on project health from key perspectives:

- Adherence to stakeholders' needs
- Project/team management
- Quality of technical deliverables

## 03 Best-in-class MES expertise – from project management to technical knowledge

Achieve delivery assurance with the best. GE Digital's Professional Services team knows MES deployments and Proficy software solutions better than any other organization. Reduce risk and ensure success with GE Digital's Professional Services team at your side for the greatest value.



### Success with GE Digital's Professional Services

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

 1,300,000+ Deployment hours

 Thousands of Deployments

 1,000+ Years of MES experience

 94% On-time MES delivery

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## Features and Framework

Delivery Assurance leverages Failure Modes and Effects Analysis (FMEA) to anticipate potential MES deployment risks and mitigate failures in the process.

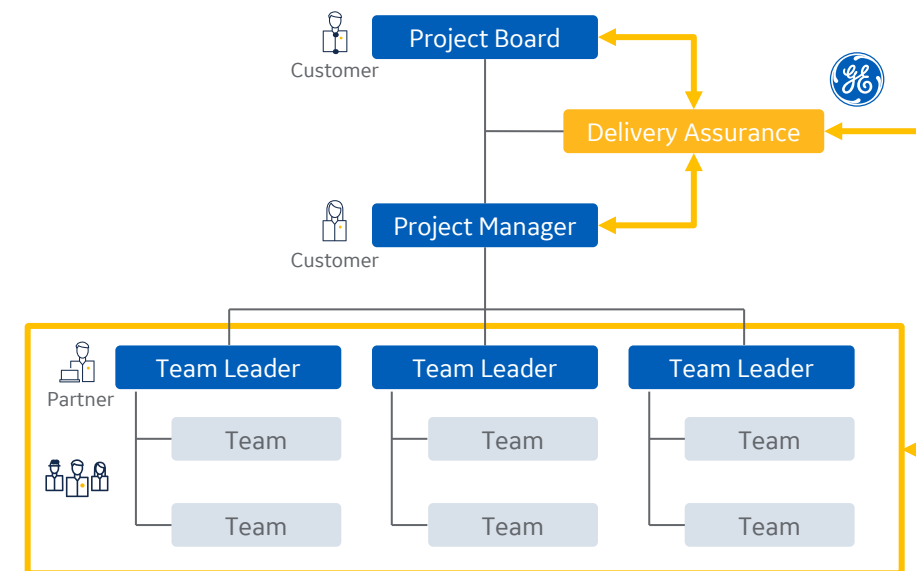
- Early identification of potential failure modes from an extensive MES-specific catalog based on GE's deployment and software experience
  - What can possibly go wrong?
  - In what ways can it fail?
  - What are the effects?
- Risk assessment of each failure mode from three different perspectives:
  - What is the effect, how severe is it?
  - What are the potential causes and how likely is their occurrence?
  - What controls are in place to detect the failure mode or its cause?

### Supporting the Project Manager for Success

For a project manager who has been appointed by the project board to deliver the first implementation of an MES solution, project success means:

- Accomplishing project objectives using an internal team of software engineers or a trusted implementation partner
- Exceed the expectations of the project board members, usually representatives of three important sectors of the company: Business Units, Operational Excellence and IT
- Provide early value to the business and achieved benefit realization incrementally

## Collaborative Implementation - Example Scenario



### Roles/Responsibilities

**Project Board**  
Members focus on the quality of their respective areas of concerns (Business Units, Operational Excellence, IT)

**Project Manager**  
Delivers value to the project board members in coordination with the technical partner.

**Technical Partner**  
Delivers the GE Digital-based solution. Requires great knowledge of production process, local presence

**Delivery Assurance**  
Supports the project manager & the technical partner  
Provides advice and guidance to achieve first great plant experience.

CURRENT STATE FMEA EVALUATION							PROJECT IMPROVEMENTS						
Project Phase	Failure Mode	Failure Effect	SEVERITY	OCCURRENCE	DETECTION	RPN	Recommended Action	Resp.	By Date	Actions Taken	NEW OCCURRENCE	NEW DETECTION	NEW RPN
				probability to happen	how hard is to detect								
Plan	Wrong requirements collected	Production issues, system does not support business processes	9	7	8	504	Review requirements Make traceability matrix	Davide	1/6/20	Agreed on new scope	1	5	45
Test	Resources availability	Delay in testing / release due to bottleneck due to multiple fixes	7	9	4	252	Implement BDD				9	4	252

Failure Modes and Effects Analysis for MES

Delivery Assurance is designed to work in a complex project environment where the MES solution is not delivered directly by GE Digital's Professional Services team. It provides the project board and the project manager with clear indications of whether the project is accomplishing its objectives and the recommendations to mitigate risks, optimizing value to the business.

### 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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Learn more about the advantages of working with GE Digital's Professional Services team and how you can accelerate time to value with our solutions.

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