



Welcome Back to Acceleration Plans from GE Digital

Save 40% on Reinstatement Rates with Limited-Time Offer

Reconnect and Save When You Get Back on Support!

Five facts about industrial software:

1. Maintenance and support reduce unplanned downtime and waste.
2. Supported software decreases risk.
3. Training helps to mitigate the effects of workforce turnover.
4. "Set and forget" is not applicable to modern industrial systems.
5. Knowledgeable support professionals facilitate your success.

To provide you with world-class support, training, and adoption services, GE Digital wants to welcome you back to our Acceleration Plans for Proficy® software with a special, limited-time offer.

With our Acceleration Plans, you benefit from:

- Exceptional technical support and maintenance
- Extensive education offerings available online 24 x 7
- Structured adoption readiness and outcome plans to ensure success

Take advantage of this special offer and help your organization be more efficient, agile, and secure.

Save 40% on reinstatement rates with a 3-year Acceleration Plan

- Enjoy significant savings on our 1-time reinstatement – choose an Acceleration Plan (AP) level that meets your organization needs: Premier or Enterprise
- Eligibility: Your AP contract has been lapsed >12 months or you had never purchased an AP contract. Eligible Products: GE Digital's Proficy software including iFIX and CIMPLICITY
- Terms: Single PO with upfront payment, net 30-day payment terms or as negotiated contractually. New software purchased during contract must include 12 months of AP. AP purchased during contract synchronized to next renewal period.
- **Offer expires December 1, 2023**



Support and Maintenance

Rely on the expertise of GE Digital's world-class product technical support staff

- Average tenure of 10 years
- Deep technical domain expertise
- 93% overall satisfaction rating



Training

Comprehensive education options

- 24 x 7 online access
- Progress through different levels of in-depth product and solution training options
- Gain expertise at your own pace online or during expert-led sessions



Adoption Services

Account Health services, adoption plans and outcome realization plans for customers

Partner with designated customer success managers through the solution lifecycle to:

- Monitor account health, manage escalation, review roadmaps, have adoption benchmarks, and follow continuous improvement to achieve ROI



Gartner® Peer Insights™: Comments about GE Digital's Support

"The level of support and knowledge of support personnel is great."

"GE is very responsive to requests and engaged in ensuring that business objectives are met."

"GE Digital responds to stated and unstated needs in a proactive, responsive, and insightful way. The team consistently educates on their product as well as the industry."

"GE has been very responsive to my questions and needs. Their support staff is exceptional."

"Very good communication with them, they listen to our needs and recommendations. They treat us as a partner instead of a customer. The service and support are good and helpful. We have periodic follow-up meetings with customer success manager, which is fantastic."

"GE is an excellent partner. We do have monthly health checks of the engagement going over commercial, project, product, and support health and address all the concerns and issues."

"We were very satisfied with the service provided, as the team was always willing to help us when a problem was found."

Discover how GE Digital makes your success a priority with award-winning Acceleration Plans. [Learn More.](#)