



# Industrial Managed Services Appendix Language – Q1'23

# Industrial Managed Services

Industrial Managed Services are expertise-based, ongoing consulting services provided in a subscription format to help customers reach their expected return on investment. Industrial Managed Services includes the following support:

- 1 Drives selected workflows on behalf of the customer
- 2 Collaborates on selected workflows with the customer
- 3 Periodically guides and refreshes content for selected customer workflows
- 4 Helps transition the customer to self-sufficiency

Industrial Managed Services support customers in developing people and processes necessary to get maximum value from GE Digital solutions.

Industrial Managed Services provides different subscription levels to meet your unique path, pace, and choice of service needs. Continuous updates, changes and improvements are delivered during the selected subscription period.

### Results Service

GE Digital Industrial Managed Services offers to deliver the full value of GE Digital solutions by using the solution on behalf of the customer and driving selected workflows. By providing this service, we help you focus on the incorporation of GE Digital solutions into your core business processes and to maximize your value.

### Enablement Service

GE Digital Industrial Managed Services offers to support the usage of GE Digital solutions by collaborating on selected workflows. This focused service level is for customers who have adequate internal staffing and expertise and who want their staff focused on operational issues.

Key Activities	Results <i>We use the software on your behalf to ensure outcomes</i>	Enablement <i>Collaboration and support your usage of the software</i>
Aggregated Content Access	✓	✓
Quarterly Activity Review	✓	✓
Named Industry Expert	✓	✓
High Priority Response	✓	✓
Configuration Optimization	✓	✓
Transition Coaching	✓	
Regular Detailed Operations Review	✓	
Proactive Results Assessment	✓	

# 1 Industrial Managed Services

## Aggregated Content Access

### Goals & Objectives

Provide access and use of industry validated, technical knowledge templates for updating and/or application within the customer's program. This provides customers the ability to benefit from continually refreshed, aggregated expertise across a wide industrial use base.

### Requirements & Customer Involvement

- An ongoing subscription of any Level
- Appropriate system access and permissions
- Use of GE Digital recommended taxonomy within customer's Solution
- Up-to-date software and service agreements.

### Deliverables

Varying according to selected module and asset coverage, and may include:

- Dashboards
- Rounds Templates
- Calibration Templates
- Example Policies
- Trending Analytics
- Predictive Blueprints
- Root Cause Templates
- Strategy Templates
- Inspection Methods
- Risk Analyses

### Activities & Consultation

- If Enablement Level is selected, named subject matter expert available for template Q&A.
- If Results Level is selected, GE Digital will apply selected templates within the customer's Solution.
- Support is intended for hands-on APM users.

### Follow-Up

If Results Level is selected, GE Digital will tune and optimize the selected templates overtime.

# Configuration Optimization

## Goals & Objectives

Spread throughout the subscription duration, GE Digital Industrial Managed Services will provide ongoing configuration refinement within the Solution. This service assures the customer's Solution achieves and stays up to date at best-in-class level.

## Requirements & Customer Involvement

- An ongoing subscription of Results or Enablement Level
- Customer accepts Industrial Managed Services best practice templates as the starting point for their installation with continuous improvement and refinement to be delivered over time
- Customer will provide references as needed (FMEAs, criticality analyses, workflows, data histories, P&IDs, DCS screenshots, specification sheets, alarm setpoints, tag list etc.) for Solution optimization in selected modules on selected assets
- Up-to-date software and service agreements.

## Deliverables

- In the case of running Results or Enablement Level assets: Configuration and content will be continuously reviewed and optimized as needed to assure the customer's program stays up to date with the latest industry knowledge and best practices. Solution upkeep will include items such as policy modifications, strategy refinements, rounds improvements, alerting limits, model data additions, tag management and other maintenance using a continuous improvement model. Customization beyond best practices will be charged as a separate project.

## Activities & Consultation

GE Digital staff will include configuration topics in weekly or monthly calls as appropriate and request customer technical staff to attend as needed.

## Follow-Up

The need for further optimization will be guided by Solution results and the availability of new knowledge templates.

# High Priority Response

## Goals & Objectives

GE Digital Industrial Managed Services offers to monitor and review all high priority alerts from the Solution with dedicated communication and support to assure timely customer awareness of emerging critical issues.

## Requirements & Customer Involvement

- Operating conditions and failure modes for review must have been previously set up within the Solution
- Assets that can generate High Priority Alerts are only those with Predictive Diagnostics or specific priority Policies implemented
- Customer must also set up a dedicated recipient for high priority notifications
- An ongoing subscription of Results or Enablement Level is required with appropriate access and permissions to customer systems.
- Up-to-date software and service agreements

## Deliverables

- A reliability engineer hotline to GE Digital staff outside of communication rhythm
- An experienced reliability engineer reviews all high priority alerts that have fired in the last 24 hours and that triggers an incident management workflow
- Emerging concerns are reported to customer via email as part of the incident management workflow (maximum time 36 hours)

## Activities & Consultation

- 24x7 hotline
- AMERICAS: 630-796-7369
- EUROPE: 420-296-181-510
- APAC: 65-315-79698

## Follow-Up

Additional diagnosis and recommendation support as needed.

# Quarterly Activity Review

## Goals & Objectives

The GE Digital Industrial Managed Services team will conduct a leadership review including activity summaries, long term issues, configurations in progress and opportunities to better serve the customer.

## Requirements & Customer Involvement

An ongoing subscription of any Level for a selected scope

- Appropriate system access and permissions
- Attendance by customer functional leaders
- Up-to-date software and service agreements

## Deliverables

Management review of:

- Solution activity
- Issues requiring leadership follow-up
- Continuous improvement efforts
- Activity value estimates
- Monthly Performance Report (provided in Results Level engagements of OPM-PI)
- Regular Predictive Analytic Sensor Health Reporting
  - Missing values based on specified poll rate
  - Flatlined data
  - Out-of-range value

## Activities & Consultation

Regularly scheduled monthly video conference call, discussing scope of subscription coverage. Recurring Managed Services will lead the call with expert attendance as needed to support customer leadership in managing their program.

## Follow-Up

As needed and as discussed, possibly including:

- Additional solution tracking
- Details of follow-up actions
- Additional improvement efforts
- Refinement of value estimates

# Named Industry Expert

## **Goals & Objectives**

Customers will get a named industry expert continually assigned to their account that will supervise and provide overall guidance on the customer's Program and any detailed issues that may arise. The named resource will bring significant and applicable industry knowledge to maximize program effectiveness and related business outcomes.

## **Requirements & Customer Involvement**

- An ongoing subscription of Results or Enablement Level
- Appropriate system access and permissions
- Up-to-date software and service agreements

## **Deliverables**

An on call, remote subject matter expert available for issue review and consultation as needed.

## **Activities & Consultation**

Attendance at quarterly calls and attendance at operations call when indicated by a complex issue.

## **Follow-Up**

Answer questions and provide detail as requested:

- Additional diagnostic review
- Modification of knowledge templates
- Refinement of policies
- Program coaching and guidance

# Proactive Results Assessments

## **Goals & Objectives**

GE Digital Industrial Managed Services team will proactively review alerts, health indicators, policy outputs, work statuses, reliability triggers and other notifications. Review frequencies driven by system determined priority and will be daily if indicated. This activity assures timely awareness and action of system visible conditions.

## **Requirements & Customer Involvement**

- An ongoing subscription of Results Level
- Operating conditions and failure modes for review must have been previously set up within the Solution
- Up-to-date software and service agreements

## **Deliverables**

- Team will review and disposition alerts
- Create cases and/or recommendations for action including technical description and initial diagnosis
- Associated work recommendation and implementation notes

## **Activities & Consultation**

Cases and recommendations will be compiled for discussion during the scheduled operations review. High priority cases will be immediately referred to the appropriate team for action.

## **Follow-Up**

Support operations review and priority team as needed.



# Transition Coaching

## Goals & Objectives

As an option, GE Digital's Industrial Managed Services offers to help the customer transition to self-sufficiency while still getting full value from the selected Solution and services. This service entitlement takes the customer through each service activity in detail as Industrial Managed Services trains and assists in their adoption of GE Digital solutions.

## Requirements & Customer Involvement

- An ongoing subscription at Results Level for a selected scope
- Appropriate system access and permissions
- Attendance by customer technicians and engineers
- Transition timeline will start after customer personnel training and on each required activity and after six months of successfully applying Results Level outcomes into their business
- Up-to-date software and service agreements

## Deliverables

- Transition activities will be added to operations review calls per mutual availability
- This on-the-job coaching will deliver job guides and additional materials for assigned personnel to prepare for successful turnover by the end of the service period

## Activities & Consultation

- GE Digital staff will include transition topics in weekly or monthly calls as appropriate and request customer technical staff to transition tasks in between calls.

## Follow-Up

The need for additional training will be guided through a transition process according to agreed timelines.

# Regular Detailed Operations Review

## Goals & Objectives

The GE Digital Industrial Managed Services team provides customer personnel with weekly or twice a month reviews of current results from the Solution after Go-Live. The team will also review outstanding issues, configurations in progress and related plans.

## Requirements & Customer Involvement

- An ongoing subscription at Results Level for a selected scope
- Appropriate system access and permissions
- Attendance by customer technicians and engineers
- Up-to-date software and service agreements

## Deliverables

A regularly scheduled collaborative review will drive customer outcomes and respond to needs for re-configuration or updates to the existing templates. The call will include technical review of:

- New issues since last call
- Follow-up on short-term issues
- Review of priorities and recommendations

## Activities & Consultation

- Regularly scheduled weekly or bi-monthly conference calls, depending on scope of subscription coverage. GE Digital analysts will lead the call with expert attendance as needed to support customer technical and operations staff.

## Follow-Up

As needed and as discussed, possibly including:

- Additional diagnostic information
- Setting of modified limits for monitoring
- Modification of APM policies
- Kick-off of analyses