Recurring Managed Services Appendix Language - Q2'22

Recurring Managed Services

Recurring Managed Services are expertise-based, ongoing consulting services provided in a subscription format to help customers reach their expected return on investment. Recurring Managed Services engages after connection or project deployment and include 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 full self-sufficiency if and when desired

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

Recurring 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 Recurring 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 Recurring 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.

Guidance Service

GE Digital Recurring Managed Services offers to help the customers transform the way they use their domain knowledge. This targeted service level is for customers who have both adequate staffing and expertise with GE Digital solutions and want to be more autonomous yet would value input and insights on selected workflows

Key Activities	Results *We use the software on your behalf to ensure outcomes*	Enablement *Collaboration and support your usage of the software*	Guidance *Expert guidance and configuration content updates*
Annual Kickoff Forum	✓	✓	✓
Annual Goals and Value Report	✓	✓	✓
Aggregated Content Access	✓	✓	✓
Quarterly Program Update	✓	✓	✓
Data Connectivity Support	✓	✓	✓
Monthly Activity Review	✓	✓	✓
Named Industry Expert	✓	✓	
High Priority Response (if applicable)	✓	✓	
Configuration Optimization	✓	✓	
Transition Coaching (if desired)	✓		

Key Activities	Results *We use the software on your behalf to ensure outcomes*	Enablement *Collaboration and support your usage of the software*	Guidance *Expert guidance and configuration content updates*
Regular Detailed Operations Review	✓		
Proactive Results Assessment	✓		

1 Recurring 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 Leve
- 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 Leve 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.

Annual Goals and Value Report

Goals & Objectives

GE Digital Recurring Managed Services assigned subject matter expert and staff will compile an annual report that highlights the value and effectiveness delivered by the customer's program.

Requirements & Customer Involvement

- An ongoing subscription of any Managed Services' Level for one full year
- Appropriate system access and permissions
- Up-to-date software and service agreements

Deliverables

The Yearly Goal and Value Report will include:

- Executive summary
- Program goals
- Coverage scope
- Actionable recommendations summary
- Value summary
- Key examples
- Case and recommendation listing
- Value methodology

Activities & Consultation

The report will be reviewed and discussed during the Annual Kickoff Forum for starting the next year of service. If an annual forum is declined, GE Digital personnel will be available for a leadership call after report delivery.

Follow-Up

Answer questions and provide detail as requested.

Annual Kickoff Forum

Goals & Objectives

Customers will participate in an annual discussion with assigned industry subject matter experts to review and benchmark their configuration and usage of the Solution. The GE Digital Recurring Managed Services staff will make recommendations and engage in collaborative planning to maximize the customer's value in the upcoming year.

Requirements & Customer Involvement

- An ongoing subscription of any Managed Services' Level for one full year
- Appropriate system access and permissions,
- Access to and meeting attendance by key personnel
- Up-to-date software and service agreements.

Deliverables

- Discussion Agenda: Strategic review and documentation of program goals.
- Forum Materials: Detailed analyses, discussion and specific recommendations for improving system use and value will be based on usage during prior year. Documentation to be used for review is detailed in the Annual Goals and Value Report section.
- If this is the first service year, discussion will focus on quantification of customer goals and validating that the Program is set up to achieve success in those terms.
- Resource and Budget Planning: Agreed staffing, implementation steps, milestones, support services and value tracking for enhanced program will be jointly created.

Activities & Consultation

- Advanced delivery of Annual Goals and Value Report to prepare for the workshop
- Length and format of consultation depends on the scale of the program
- This workshop is generally a one to three day visit onsite with onsite or remote sessions including key reliability personnel, plant managers and a vice president of operations.
- Smaller starter scopes may be reviewed with a half-day remote session

Follow-Up

Written report detailing meeting discussions and agreed plan, containing both GE Digital and customer actions. If needed, proposed contract modifications will be discussed.

Configuration Optimization

Goals & Objectives

Spread throughout the subscription duration, GE Digital Recurring 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 Recurring 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 new Results Level assets: Implementation will be advanced from a basic configuration to an optimized state at the rate of 1/12th of new scope per month, so that customer's program is fully activated at the end of the first subscription year.

- 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.

Data Connectivity Support

Goals & Objectives

GE Digital Recurring Managed Services will monitor data connectivity and data quality for GE Digital APM applications. Reliable connectivity increases confidence in KPIs and analytic output validity.

Requirements & Customer Involvement

- Subscription including use of GE Digital hosted APM tenant or Tier 1 services
- Supported connectivity methods
  - GE Historian and associated collectors
  - OSI Pi
  - OPC UA / OPC DA
  - Predix Edge 2.0 Containers that are part of standard GE library
  - Predix Edge 2.0 Containers with L1, L2, Product Support from partners for contract duration
  - APM Connect
- Remote access to infrastructure running collector for troubleshooting and configuration
- Up-to-date software and service agreements

Deliverables

Regular monitoring and review of data connectivity including:

- Monitoring of data flowing into GE Digital APM applications
- Exception reporting on data connectivity issues
- Identification and Level 0 troubleshooting of breaks in connectivity stream
  - System resource availability
  - Services/Dameon operation
  - Inbound/Outbound connectivity
  - Documentation of steps taken to try to resolve issue for L1 support teams
- Engagement of appropriate GE Digital or customer IT teams to resolve issues above Level 0
- Regular Predictive Analytic Sensor Health Reporting
  - Missing values based on specified poll rate
  - Flatlined data
  - Out-of-range value

Activities & Consultation

As needed communication to customer IT/OT resources and regular reporting delivered through operations review calls and/or high priority communications.

Follow-Up

Technical support and issue resolution consultation within limits of GE Digital scope.

High Priority Response (if applicable)

Goals & Objectives

GE Digital Recurring 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 Analytics 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.

Monthly Activity Review

Goals & Objectives

The GE Digital Recurring 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)

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 monthly and quarterly calls, leads the annual workshop 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 Recurring 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.

Quarterly Program Update

Goals & Objectives

GE Digital Recurring Managed Services will deliver a standardized program update aligned to customer-desired outcomes and progress towards achieving performance targets. GE Digital staff will make recommendations for optimal program management.

Requirements & Customer Involvement

- An ongoing subscription of any Level for one full year
- Appropriate system access and permissions
- Availability of key personnel
- Up-to-date software and service agreements

Deliverables

- Review of program goals
- Detailed usage and value metrics with discussion
- Specific recommendations for improving system use and value
- Resource plan, implementation milestones and value tracking
- Quarterly Synthesis Report (provided in Results or Enablement Level engagements of OPM-PI)

Activities & Consultation

Advanced delivery of quarterly report to prepare for the conference call. GE Digital staff will lead the call with expert attendance as needed to the support customer in managing their program.

Follow-Up

Written report detailing meeting discussions and agreed plan, containing both GE Digital and customer actions. If needed, proposed contract modifications will be discussed.

Transition Coaching (if desired)

Goals & Objectives

As an option, GE Digital's Recurring Managed Services offers to help the customer transition to self-sufficiency while still getting full value from the selected Solution and services. This service addition to Tier 1 takes the customer through each service activity in detail as Recurring 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 Recurring 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