



Managed Services from GE Digital

Expertise-based, ongoing service subscriptions to support your journey

GE Digital's Managed Services supports developing your people and processes to get maximum value. We help you reach return on investment expectations regardless of staffing challenges by:

- Driving selected workflows
- Collaborating with solution experts
- Keeping key content up to date
- Helping transition to self-sufficiency

Different subscription levels provide support tuned to your unique needs, path, and pace. The activities for each level empower plant staff to focus on recommended actions to improve your operational performance.

Level 1 Results: 12 activities

Level 2 Enablement: 9 activities

Level 3 Guidance: 6 activities

Progressing between levels helps you take on successively more proactive tasks as the reactive workload reduces. Transition Coaching, Configuration Optimization and Content updates make sure your staff is ready for transition to the next level at the pace you define.

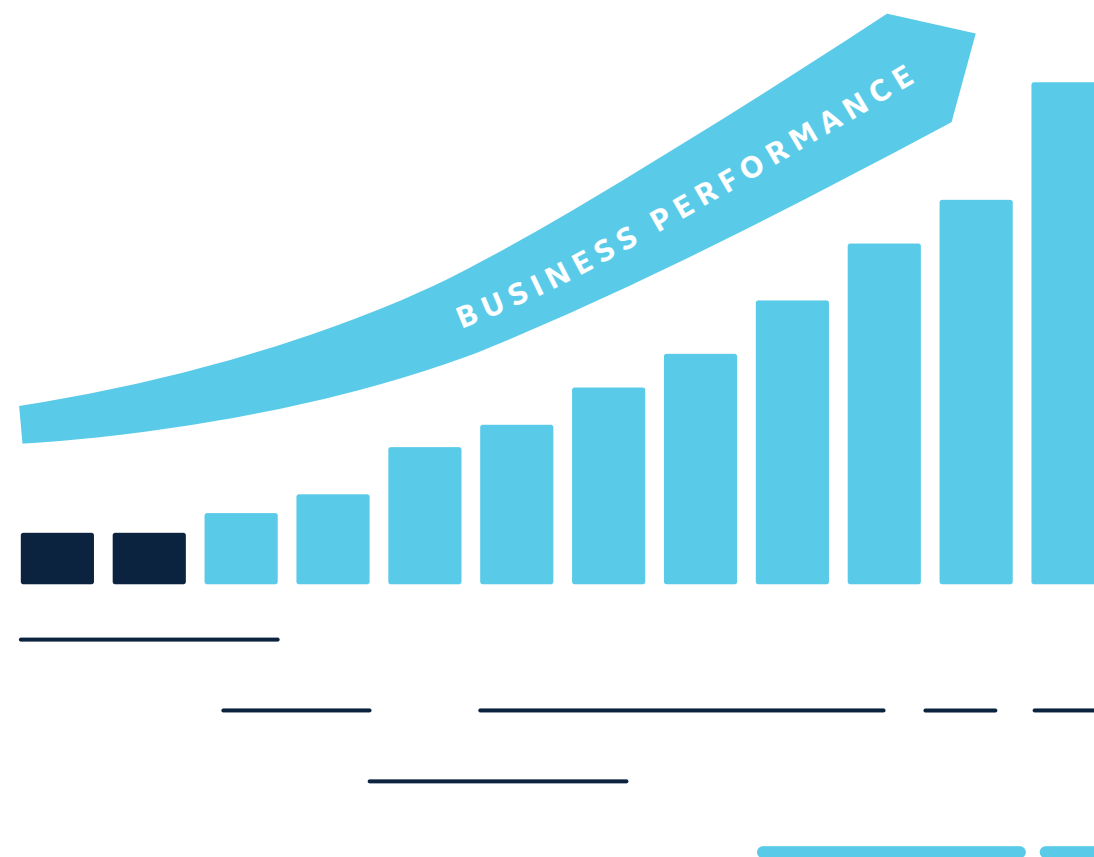
Service Activities

- Annual Kickoff Forum
- Yearly Goals and Value Report
- Aggregated Content Access
- Quarterly Program Update
- Data Connectivity Support
- Monthly Activity Review
- Named Industry Expert
- High Priority Response
- Configuration Optimization
- Transition Coaching
- Detailed Operations Review
- Proactive Assessment

Available Solutions

- Health Manager
- Rounds Calibration
- Calibration Management
- Reliability Analysis
- Predictive Diagnostics
- Strategy Manager
- Thickness Monitoring
- Risk Based Inspection
- Inspection Management
- Performance intelligence

Service Options for **Driving Value**



Vision & Outcome Discovery

Advisory Services

Implementation Services

Managed Services

Managed Service Activities

Annual Kickoff Forum

An annual discussion to review the usage of the solution and collaborate on a plan to maximize the upcoming year's value

Yearly Goals and Value Report

An annual report that highlights the value and effectiveness delivered by the program

Aggregated Content Access

Use industry validated templates that provide continuously refreshed content across many industries

Quarterly Program Update

An update to align desired outcomes, progress toward achieving targets and recommendations for optimal program management

Data Connectivity Support

Monitoring of data connectivity and quality to increase confidence in KPIs and analytic output validity

Monthly Activity Review

A leadership review including activity summaries, long term issues and opportunities

Named Industry Expert

A named industry expert provides significant and applicable industry knowledge to maximize effectiveness and business outcomes

High Priority Response

Review of high priority alerts in the solution to assure timely awareness of emerging critical issues

Configuration Optimization

Ongoing configuration refinement assures the solution achieves and stays at a best-in-class level

Transition Coaching

As an option, this helps the customer transition to self-sufficiency while still getting full value from the selected solution and services

Detailed Operations Review

A regular review of outstanding issues, configurations in progress and related plans

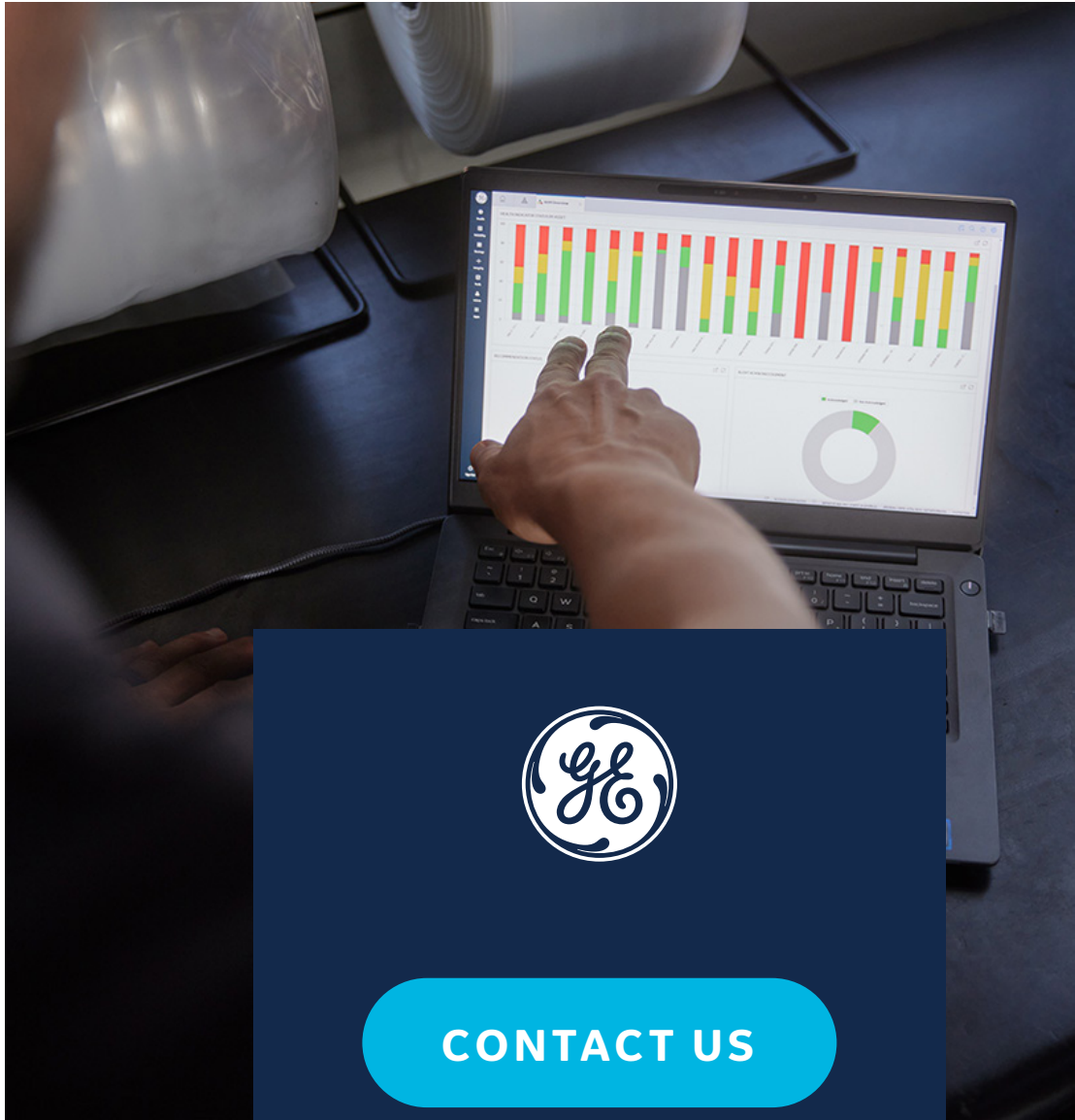
Proactive Assessment

Ongoing data and notification review for timely awareness and action of system visible conditions



Inclusive Managed Services

For small-scale help, an Inclusive Service is also available. This packages selected functionality, standardized taxonomy, premier support and the Level 1 Results activities. No license is granted yet case review and commentary are included. All solution administration is done by GE Digital to allow smaller scopes the same benefits of industrial best practices.



GUIDANCE

ENABLEMENT

RESULTS