



Acceleration Plans

from GE Digital

Make your business outcomes a reality

With 125 years of experience building industrial solutions at scale, more than a billion dollars committed to innovative software and analytic development, and our own transformation experience, our domain experts at GE are uniquely qualified to make your digital industrial transformation a success.

In order for innovative software and cutting-edge analytics to deliver outcomes for the industrial world, companies need to rapidly get value from their technology investments. That's why product support, training, end-user adoption and outcome realization planning play a critical role.

Acceleration Plans from GE Digital make your business outcomes a reality by combining:

- Named technical and success managers that deliver rapid response
- Extensive education offerings available online 24x7
- Structured adoption readiness and outcome plans capability training
- Data and analytic health monitoring to improve KPI accuracy

Accelerate your return on software investment

Only 15% of software installations are deemed very successful*. Our experience shows that this is largely due to the lack of effort and expertise spent on both outcome realization and user adoption.

With your success as a priority, GE Digital has created Acceleration Plans that include the capabilities needed to accelerate ROI of your software investment.

Partner with GE Digital to join the 15%.

*Consumption Economics: The New Rules Of Tech, 2011, Wood, Hewlin, Lah



	Standard	Premier	Enterprise
GENERAL SUPPORT	Contact Methods		
	Web Only	✓	
	Web & Phone		✓
	24x7 Customer Community/Online Portal	✓	✓
	Access to Extensive Knowledge Base	✓	✓
	Maintenance and Releases	✓	✓
GENERAL SUPPORT	Initial Response		
	All Severity Levels: 1 business day	✓	
	Severity 1: 30 minutes (24x7 phone support)		✓
	Severity 2: 4 business hours		✓
	Severity 3: 8 business hours		✓
	Severity 4: 1 business day		✓
	Premier Predix Developer Support		✓
	Enterprise Predix Developer Support		✓
	Test Environment Keys (for On-Premise Products)		✓
	Named Technical Account Manager		✓
	EDUCATION	Training	
Online 24x7 Getting Started Education		✓	✓
Online 24x7 How To Education Series			✓
Online 24x7 Advanced Education Series			✓
ADOPTION SERVICES	Adoption Personnel		
	Account Health Manager		✓
	Named Customer Success Manager		✓
	Adoption Management with Assigned Personnel		
	Experience Escalation Management		✓
	Annual Account Health Review		✓
	Quarterly Adoption/Outcomes Review		✓
	Governance/Adoption Readiness		✓
	Adoption/Outcomes Roadmap		✓
	Adoption/Outcomes Realization		✓
Solution Roadmap/Release Readiness		✓	
MANAGED SERVICES	Managed Services		
	Sensor Health Reporting		✓
	Data Quality & Connectivity Monitoring		✓

Capabilities

Technical Support Services

You can rely on the expertise of our technical support staff, who have an average tenure of 10 years and a 93% overall satisfaction rating. For Enterprise customers, we provide a named support professional who knows your business and is committed to quickly solving your issues.

Adoption Services

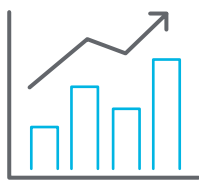
Only 15% of software installations are deemed “very successful,” and that’s because adoption isn’t taken into consideration. Our team will help you gain a better understanding of your organization's ability to adopt our software with our readiness assessment. To help you drive value quickly, our success managers build outcome realization plans and provide governance during execution.

Education Services

With 24 x 7 online access to getting started, how to, and advanced best practices training, your team will be able to progress through solution onboarding and gain technical proficiency quickly, taking their performance to a higher level.

Managed Services

Move from reactive to proactive operations and maintenance by leveraging our Managed Services, which continuously monitor your data connectivity and data feed quality. Our team can help anticipate issues before they occur and provide regular sensor health reports on your data infrastructure to help you play offense and minimize unplanned downtime.



GE Digital's customers with complicated enterprise level installations have achieved an ROI within eight months by leveraging Acceleration Plans.



Benefits

- Maximize value out of your software investment from GE Digital immediately with our bundled plans
- Minimize potential equipment downtime with our 30-minute rapid response to technical issues
- Accelerate your time-to-value from your software investment with our adoption services capabilities
- Ensure your team is utilizing software best practices and all solution features with access to our on-demand training modules
- Make better, faster business decisions based on quality data with our continuous monitoring of data connectivity, data feed quality, and sensor health

Rely on our world-class support and maintenance, training, and Adoption and Managed Services to maximize the value of your software investments and drive digital industrial transformation.

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