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.

For innovative software and cutting-edge analytics to deliver outcomes for the industrial world, companies need to rapidly get the 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:

- Success managers that deliver rapid response

- Extensive education offerings available online 24/7

- Structured adoption readiness and outcome plans capability training

Accelerate your return on software investment

Implementations failed due to misalignment on expectations, disconnects or gap in scope of work, or risks identified that were not mitigated early. Ensure you get the most out of your software investment with our Acceleration Plans.

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 make your digital journey a success.

GE Digital Manufacturing Acceleration Plan Support Options

	Premier	Enterprise	
Support & Maintenance			
Real Time Product Support	✓	✓	Live phone support with experienced GED technical staff.
Web Support	✓	✓	Web support and ticket management.
Emergency 24/7 after hour support	✓	✓	Around the clock support to minimize situational impacts.
Access to GED Customer Portal	✓	✓	Full Access to the GED knowledge library. Participate in interactive customer forums and provide and vote on your products and technology ideas
Maintenance and Releases	✓	✓	Stay up-to-date with access to all software update and fixes.
Quick Priority Response	✓	✓	Technical Support Priority Response Commitment up to 30 min for critical (priority 1) issues.
Complementary test environment keys	✓	✓	12-month term free Test Bed Keys for on-premise products. Test your configurations before deployment.
Training			
Online "Getting Started Education Series"	✓	✓	Self-pace online training to get an understanding of the product, its components, capabilities, and its position within the Pillars.
Online "How To Education Series"	✓	✓	In-depth online training content that provides working knowledge of the software including end-user capabilities and understanding of the product features and where to get help.
Online "Advanced Education Series"		✓	In-depth more advanced product training including best practices and processes. The advanced topics will take your knowledge to the highest level.
100 Education Credits	★	✓	Redeem education credits for multiple seats in any online or live training available option.
Education Strategy Support	★	✓	Development of a long-term education strategy and targeted learning paths. Training platform enterprise registration and automatic courses assignments. Advance training dashboards to monitor training roadmap.
Adoption Services		✓	
Account Health Monitoring	✓	✓	Yearly operating mechanism for reviewing account health indicators: commercial, product, project, support, and adoption.
Assigned Customer Success Manager	★	✓	Senior industry expert who works collaboratively with your organization and is fully focused on helping to decrease the time it takes to realize value from your organization's solution utilization and help action health indicators to help you succeed.
Assigned Technical Account Manager	★	✓	Extend your support advocacy with a senior product expert who work collaboratively with your organization to advance performance and growth of your GE solution. They provide guidance to ensure a stable and secure product experience.
Outcome Management with assigned personnel		✓	A Senior industry expert who will be fully focused on your organization and will works collaboratively with your team to achieve your business outcome goals. Ongoing activities will include Disruption Escalation, Annual Account Health Review, Governance and adoption readiness, collaborative outcome solutions roadmaps.

★ *Optional Upgrade*

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

Education Services

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

Adoption Services

Our team will help you gain a better understanding of your organization's ability to adopt software with our readiness assessment. To help you drive value quickly our success managers build outcome realization plans and provide governance during execution.

Benefits

- Maximize value out of your software investment from GE Digital immediately with our bundled plans

- Minimize potential equipment downtime with a 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-based practices and all solution features with access to our on-demand training modules

- Improve competitive balance in a changing industrial world with access to a customer success manager