

GE
Intelligent Platforms



GlobalCare

Drive faster time to solution and optimize your investment





GlobalCare

You need fast, effective solutions throughout the product lifecycle to maximize your technology investment and maintain a competitive edge in today's connected world. GE Intelligent Platforms provides tailored support services to help you quickly resolve issues – maximizing your operational availability and productivity and minimizing risk.

VALUE DELIVERED:

Easy Access to Deep Product Expertise

Whether it comes directly from GE or from our global network of Certified Support Professionals around the world, you'll receive a world-class level of service throughout the entire support process. Our support professionals have an average of 16 years of experience, and they offer deep product knowledge to quickly get you to the right solution.

24x7 Emergency Support

Rely on emergency service around-the-clock with our comprehensive infrastructure of phone and web-based support. Our support professionals are organized into specialized product teams across the globe to ensure the highest level of expertise for your emergency no matter what time of day or where your operations are located. (Available for **Complete** and **Premier** members).

Web Case Management

You can monitor, update, and even escalate your case 24 hours a day. When you log a case online, our user-friendly interface prompts you to provide our support professionals with relevant information about your case and system, saving you time and providing you with more control. Best of all, real-time transparency enables you to get to a solution with greater speed and accuracy.

Free Product Upgrades and Maintenance

Keep pace with operating system advances and stay abreast with the latest technology innovations and features for your Proficy products with free software version upgrades, an exclusive benefit of GlobalCare for **Complete** and **Premier** members that helps optimize your investment. You can also easily download the latest SIMs and Service Packs for products and drivers to proactively troubleshoot issues and minimize risks.

Even if you don't need regular product upgrades, the value of GlobalCare's deep technical expertise and timely support is a must-have in today's competitive business environment.

Consolidated, Personalized Support

Premier GlobalCare members are assigned a **Premier** Support Manager (PSM), a single named resource who focuses on ensuring you receive optimum support. With deep insight into the support activities across your enterprise, your PSM manages your GlobalCare experience and provides you with ongoing communication, lifecycle planning, and proactive support recommendations.

Prioritized Services

As a **Premier** GlobalCare member, your most urgent call or web case receives expedited priority with our **Premier** support team. Priority routing to senior support members enables you to keep your operations running with the highest level of availability. We're dedicated to solving your mission-critical issues as efficiently as possible.

Quickly Find Answers with Self-Serve Tools

- **Online Knowledge Center** – Access a wealth of resources such as top remote diagnostic tools, articles and whitepapers, sample code, user forums, developer downloads, and driver factsheets.
- **Forum for Collaboration** - Share and gain product insights with a global community of GlobalCare members through our secure RSS-enabled web forum.
- **E-Newsletter: At Your Service** - Receive timely communications with our GlobalCare newsletter, filled with important updates and helpful tips about using our products and services to your greatest advantage.

Support Professionals:

Average Years Experience: 16

Senior Support Professional*

Average Experience: 23

Language Capability:

10 languages in total:

English, French, German, Spanish, Chinese, Czech, Italian, Japanese (primary languages of support); also Dutch, Slovak

**Customers on GlobalCare Premier receive accelerated access to these Senior Support members*



GlobalCare Support Summary of Benefits

| | | PREMIER* | COMPLETE | ASSIST |
|---|---|----------|----------|-------------------|
| Software Modernization | No Charge Software Version Upgrades | • | • | |
| Technical Support | Global Network of Support Professionals | • | • | • |
| | Phone and Web Consultation during Standard Business Hours | • | • | • |
| | 24 x 7 Emergency Support | • | • | |
| Continuous Advocacy | Priority Case Routing | • | | |
| | Assigned Premier Support Manager (PSM) | • | | |
| | Accelerated Access to Subject Matter Experts (SMEs) | • | | |
| Self-Service Support, Tools, and Resources | Web Case Management | • | • | • |
| | Online Knowledge Base, Download Center, and User Community Forums | • | • | • |
| | At Your Service eNewsletter | • | • | • |
| Software Maintenance | Service Packs | • | • | Hotfix packs only |
| | Developer & Productivity Downloads | • | • | • |
| Lifecycle Management | Proactive Recommendation of Software Upgrades and Developments | • | | |
| | Project Planning and Road-mapping | • | | |
| GlobalCare Exclusives | Free Test Bed Keys (expiration aligned with GlobalCare end date) | • | • | |
| | No Key Administration Fees | • | • | |
| *Requires purchase of GlobalCare Complete | | | | |



GlobalCare





GlobalCare

Through GlobalCare Support Services, you can leverage best-in-class technical support to realize the highest possible value from your GE technology investments.



GE Intelligent Platforms Contact Information

Americas: **1 800 433 2682** or **1 434 978 5100**

Global regional phone numbers are listed by location on our web site at www.ge-ip.com/support

www.ge-ip.com/support

