

Asset Performance Management Acceleration Plans from GE Digital



Accelerate your return on software investment

Implementations can take longer than expected due to misalignment on expectations, disconnect 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.

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 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.

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

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

02 Minimize potential equipment downtime with our 30-minute rapid response to technical issues

03 Accelerate your time-to-value from your software investment with our adoption services capabilities

04 Ensure your team is utilizing software best practices and all solution features with access to our on-demand training modules


05 Improve competitive balance in a changing industrial world with access to a Customer Success Manager



Accelerator library

		PREMIER	ENTERPRISE
GENERAL SUPPORT	CONTACT METHODS		
	Phone Support	✓	✓
	Web Support	✓	✓
	24x7 Customer Community/Online Portal	✓	✓
	Access to Extensive Knowledge Base	✓	✓
	Maintenance and Releases	✓	✓
	Emergency 24X7 After hours Support	✓	✓
	INITIAL RESPONSE		
	Priority 1: 30 minutes (24x7 phone support)	✓	✓
	Priority 2: 4 business hours	✓	✓
Priority 3: 8 business hours	✓	✓	
Priority 4: 1 business day	✓	✓	
EDUCATION	TRAINING		
	Online 24x7 Getting Started Education	✓	✓
	Online 24x7 How To Education Series	✓	✓
	Online 24x7 Advanced Education Series		✓
	100 Education Credits		✓
	Education Strategy Workshop		✓
	Personalized Education Portal		✓

		PREMIER	ENTERPRISE
ADOPTION SERVICES	OUTCOME PERSONNEL		
	Account Health Monitoring	✓	✓
	Named Customer Success Manager		✓
	OUTCOME MANAGEMENT WITH ASSIGNED PERSONNEL		
	Disruption Escalation		✓
	Annual Account Health Review		✓
	Governance/Adoption Readiness		✓
	Outcome Solution Roadmap		✓
	200 Services Hours		✓



Partner with GE Digital to make your digital journey a success

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

[GET STARTED](#)