Services for your IIoT Journey from GE Digital
The Industrial Internet is bringing new industrial processes to light, changing the way millions of jobs are performed everyday. With IIoT (Industrial Internet of Things), companies are becoming more efficient than ever before. By bringing together the power of big data and analytics to heavy industry, organizations are able to optimize productivity, reduce costs, and achieve operational excellence. While this is an exciting time for opportunity and growth, it can also bring on new challenges, questions, and uncertainty. Specifically, how do you get started in IIoT? Or, what should your IIoT journey look like and what steps do you need to take to be successful?
Where are you on your Industrial IoT Journey?

In this new IIoT world, machine assets are generating extremely valuable data that can drive substantial business outcomes.

IIoT has the promise of allowing your team to focus on your most important actions, 24 hours a day, and take advantage of the information that is available to you.

GE is shaping the Industrial Internet by investing in software and analytics and assembling a team of experts in data science and security to help you extract new value from your industrial assets and expand your business models.

We’re ready to help you become a digital industrial company for big gains in productivity and efficiency. No matter where you are on your IIoT journey, GE Digital has the right services offering to help you achieve your needs:

Just getting started in IIoT and need some guidance on where to begin?

We can provide expert advice on identifying pain points, building an IIoT roadmap, and driving internal adoption. We can also help with imagining, prototyping, and mining existing data to create custom analytics.

Already have current IIoT investments in place, but aren’t sure how to take your capabilities to the next level?

We can assist with architecting and driving fast implementation for your organization’s unique IT environments in order to minimize time to value.

Do you already have an IIoT solution in mind and want to get started immediately?

Let us provide you with guidance on moving from on-premise to SaaS models and architecture, as well as accelerate your IIoT outcomes with our application starter kits.
Get Started: Advisory Services

Let GE be your guide as you explore new outcomes that can be obtained through the IIoT capabilities developed by our Advisory Services team.

In our IIoT Workshop Session, we will partner with you to uncover what business outcomes are most important to you, and establish an actionable plan on how IIoT can help drive your organization’s digital roadmap. We will also share our expertise on moving from on premise solutions to cloud, and how to manage organizational change, which can be challenging when implementing new capabilities and tools.

With Advisory Services, we can help you identify new opportunities and drive meaningful business outcomes by leveraging your industrial assets and operations. Here’s how our Design Thinking Team & Data Science Team can assist you:

Do you already have an opportunity in mind where you think IIoT can help?

Our Design Thinking Team can help you imagine, prototype and validate a vision for Predix based products and solutions to achieve your most critical outcomes.

Does your organization have access to large amounts of data, but lack the ability to make the best use of it? Or, are you curious about what industrial outcomes can be achieved with data and analytics?

Our Data Science Team can identify the right data systems to be mined, find relationships to key impact business drivers where data science methods can be leveraged, and create custom analytics based on your unique KPIs.

GE’s Design Thinking team helped a leading Oil & Gas company recover $100MM worth of lost production through enterprise-wide asset and performance management.

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The road to becoming a Digital Industrial company starts with careful evaluation of where you are today. Our onsite Implementation Services offering—Architecture & Blue Printing—is aimed at providing just that, while tapping into the broad experience of our subject matter experts to develop a collaborative, multi-generational plan that will marry your existing investments to the right process enhancements and technology.

**Our Architecture and Blue Printing Approach is designed to facilitate:**

- Alignment on key business issues and opportunities
- Key obstacles and risk along with high level mitigation strategies
- Development of a business case for the proposed offer
- Design and mapping of a roadmap to the highest impacting opportunities
- Acceleration of time to outcome
Accelerate IIoT: Rapid Start Services

Here’s how you can take a test drive of GE’s IIoT capabilities before fully committing:

We create starter kits for each of our applications that offer all of the capabilities you need on just a few machine assets versus having to enable your entire fleet. Solution Architecting and Implementation are included in the offering so we can get you up and running quickly.

Take advantage of GE’s APM Machine & Equipment Health Starter Kit, which allows you to visualize your machine data and perform ad-hoc analysis. If you need help monitoring, measuring and improving your manufacturing performance, then GE’s Efficiency Analyzer from our Brilliant Manufacturing product suite is the one for you. Both solutions are offered on premise or in the secured cloud.

Once you can see the health of your industrial assets, it’s time to take the next step and harness the real power of the Industrial Internet: model based predictive analytics. Over the span of four weeks, we will take your live data and run it through our world-class analytics, showing you exactly how GE’s Reliability Management works and what critical issues we can predict.
The promise of IIoT comes with large amounts of data and cutting edge analytics that will be the heartbeat of your business in the Digital Industrial age. As your organization takes advantage of these new downtime-saving insights, tracking and monitoring the right data becomes paramount. Let GE’s experienced Reliability and Maintenance Engineers do this for you. With over 250 years of subject matter expertise and over $10B in industrial assets under management, our team can help you maintain your critical machines from one of our remote locations around the world using model based predictive analytic technology.

Take a look at our various offerings below to learn which one is best for your organization:

**Tier 1 Offering**
We will monitor your assets and provide you with important notifications. We will help you incorporate our analytic capabilities into your core business processes to ensure value is maximized.

**Tier 2 Offering**
We will co-monitor your assets with one of our Level 2 Certified Customer Reliability Engineers, where you will get subject matter expertise on weekly support calls. We will review potential issues and provide actionable notifications so production is always running and downtime is avoided.

**Tier 3 Offering**
This service level is a co-monitoring engagement with our Level 1 and Level 3 Certified Customer Reliability Engineers. We give you 24x7 access to our analytics, complex model maintenance on request, monthly quality reviews and ongoing blueprint optimization.

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*GE's Performance Engineers helped a power plant avoid catastrophe and save $159,000 in costly downtime by proactively identifying component failure.*
Manage Cyber Risk: WurldTech Security Services

GE Digital’s Wurldtech solutions provide industrial grade security for a wide range of OT network and application topologies. Wurldtech offers a lifecycle-driven approach to security that helps industrial device manufacturers and system operators understand and limit operational risks, design effective cyber security strategies, and deploy the right operational resilience measures to protect people, processes, and technology.

Check out the various services that Wurldtech offers:

**Security Health Check Services:** Measure the pulse of your current security posture and identify immediate threats.

**Security Assessment Services:** Address critical vulnerabilities and long-term security improvement needs.

**Software Security Services:** Mitigate software vulnerabilities prior to exploitation.

**Security Training Services:** Arm your executives, operators, and developers with cyber security knowledge and skills to combat real-world OT threats.

**Device Security Services:** Address device design flaws and reduce the risk of business disruption.

**Security Certification Services:** Ensure security controls and processes meet or exceed industry, legal and regulatory benchmarks.

“We are very pleased to be working with Wurldtech to protect our critical systems around the world. They have unmatched expertise and experience in this domain. Wurldtech’s products and services are trusted and integrated throughout our global operations.”

Ted Angevaare, Global DACA Manager, Shell Oil Company
Stay Operational and Current: GlobalCare

High operational efficiency is important to your ongoing Digital Industrial journey. However, it can become challenging to stay current, relevant, and ahead of the competition in the face of constant change. GE Digital’s GlobalCare support services can help by ensuring that your business continues to operate at its highest efficiency, all while mitigating risks to your investments. With our deep industry expertise, we’re uniquely positioned to offer custom, cutting-edge support.

GlobalCare offers a variety of tailored services to choose from:

- **ASSIST**
  - Technical Support
  - Self-Services Tools
  - Software Maintenance

- **COMPLETE**
  - ASSIST benefits
  - 24/7 Emergency Support
  - Software Modernization

- **PREMIER**
  - ASSIST & COMPLETE Benefits
  - Continuous Advocacy
  - Lifecycle Management

Become an IIoT Expert: Education Services

Maximize your investment in IIoT by taking advantage of GE’s training and certification programs. From online to in-person sessions, we specialize in education services to ensure that you’re leveraging our solutions to the fullest extent. Don’t miss out on receiving best-in-class training and certifications for GE’s Predix, the world’s only IIoT Platform.

**Education Services offerings consist of:**

- **Predix Education:**
  Learn to leverage the power of the Predix platform to create scalable applications. We provide in-depth lectures and hackathon style labs in our global classroom locations or online.

- **Application Education:**
  Maximize your software investment in GE’s Brilliant Manufacturing, GE’s Asset Performance Management and GE’s Automation solutions. We offer instructor-led training in the classroom, onsite of web, as well as needs assessments and certifications.

- **Wurldtech Security Education:**
  Explore a comprehensive portfolio of security training courses for critical infrastructure and Industrial Control Systems (ICS). Our Wurldtech security experts provide courses on-site and online.
About GE

GE (NYSE: GE) is the world’s Digital Industrial Company, transforming industry with software-defined machines and solutions that are connected, responsive and predictive. GE is organized around a global exchange of knowledge, the “GE Store,” through which each business shares and accesses the same technology, markets, structure and intellect. Each invention further fuels innovation and application across our industrial sectors. With people, services, technology and scale, GE delivers better outcomes for customers by speaking the language of industry.

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