Solution Delivery & Consulting Services

Solution Delivery

The GE AMS/OMS Solution Delivery team offers a low-risk, predictable and cost-competitive choice for implementing and/or upgrading your GE Asset Management and Outage Management Solution software. The team is comprised of over 50 engineers and project managers with software implementation and domain expertise to help you effectively deploy your GE solutions.

GE understands the complexities and risks associated with IT implementation projects. Our experience with utilities around the world has secured a proven track record of implementation success – with teamwork at the heart of GE’s approach.

Selecting the right technology to support your business needs and future direction is a critical step to take your business to the next level. With a solid strategy in hand, including a blueprint for your program, business imperatives and other key planning outcomes, it is time to implement that vision and prepare for operational success.

GE offers solution delivery services and works within a Solution Delivery Model (SDM) aimed at ensuring the success of your implementation project. Our approach is to partner with your team to plan, design, build and deploy the software solution that is the foundation for delivering your desired business benefits.

To ensure that delivered products match your expectations and requirements, we work closely with your staff throughout a project. Using our proven Solution Delivery Model coupled with experienced project management, business and technical experts, we can help guide you in successful deployment of GE’s Asset Management and Outage Management software solution offerings.

ROI and Benefits-Driven Consulting Services

Building a case for change using a business benefits driven ROI approach is critical to creating a solid plan for delivering measurable business value. However, it can be challenging to build an understanding of the capabilities and potential savings associated with industry-specific applications like those available from GE. That’s why GE offers consulting services to help you estimate benefits that your business can realize while evaluating options for implementing our software solutions in order to achieve those benefits.

Our approach includes a guided tour of the application(s) and a fit analysis to help you understand and quantify the potential business benefits and plan for migrating/upgrading to our COTS offerings. The business case is then leveraged to justify and influence decisions for the necessary investment to take your organization to that next level. We do this by helping you quantify the lower total cost of ownership and significant long-term business benefits enabled with GE’s software solutions.

Service Offerings

GE offers a comprehensive range of related products and services carried out by highly skilled consultants and engineers. With experience in all aspects of IT system development, as well as utility business processes, our team can help assure your project’s success.

Asset Management Solutions
- MapFrame™ FieldSmart
- Field Force Automation™
- Smallworld™ Core Spatial Technology and Office Suite Applications for Electric, Gas and Water
- Smallworld Physical and Logical Network Inventory for Telecomms and Utilities
- Smallworld Design Manager/Analysis and Optimization
- Smallworld GeoSpatial Analysis
- Smallworld GeoSpatial Server

Outage Management Solutions
- PowerOn™
- PowerOn Remote Dispatch
- PowerOn Information Center

Other Related Offerings
- Solution Architecture Consulting
- Solution Design Consulting
- Upgrade Planning and Delivery
- Integration Services
- User and Admin Training
- Data Quality Assessment Services
- System Performance Optimization
- Managed Services
Ensuring Implementation Success

There are many factors that come into play and make a successful software solution implementation possible. It is imperative to consider the technical fit of the software to your business needs along with your organization’s state of readiness to adopt the change that comes along with introducing new tools and processes. Considered together, these two factors complement one another and increase the possibility of achieving real business benefits.

In order to help you attain the desired level of success with your implementation efforts, GE employs a Solution Delivery Model (SDM) framework. Our framework ensures that the technological foundation is prepared for deployment, and with proper training your operational team can begin to prepare to operate, monitor, maintain and eventually refurbish the system at the appropriate point in the solution’s lifecycle. The full software solution lifecycle is depicted below.

Software Solution Lifecycle

The GE SDM framework organizes project activities into four major phases and includes provisions to help you transition from deployment into an operational mode with your solution. Our solution delivery projects embrace notions of Lean-Agile software development (mainly in the design/build phases), but more closely resemble a waterfall approach. Our solution delivery consultants and project managers work in a collaborative fashion to achieve project delivery success.

The main phases of the GE Solution Delivery Model (SDM) framework are:

### GE Solution Delivery Model Phases

- **Plan:** Building upon the outputs of the ROI/cost benefit justification for the solution implementation itself, the delivery project is initiated and aligned for success. At this point in the process, there should be a solid business-driven case for change that has been approved by key project stakeholders. Key inputs to this initial phase of the implementation include a program blueprint/portfolio, business imperatives, benefits opportunities/model, benefits roadmap, current state vs. future state, project stakeholders, delivery and operational teams design, project statement of work (SOW)/charter, and preliminary project plan.

- **Design:** During this phase the solution is designed based on standard configuration and industry best practices that deliver business outcomes, project objectives, and scope.

- **Build:** During this phase the solution is built and tested based on standard configuration and design to deliver business outcomes, project objectives, and scope.

- **Deploy:** During this phase the solution is deployed. Users are trained and ready to operate in the new system.

Journey to Achieving Real Deployment Success

**Planning & Initiation** *(Goal Setting)*
- High Quality Product Implementation
- Tech & User Training
- High Quality Data Migration

**Customer Organizational Change Management**
- Build Trust in System Components
- Build Trust in the Data
- Measure Benefits & Compare to Goals

**Customer Focused Success Steps**
- High Quality Solution *(Perceived)*
- Solution Acceptance *(Demonstrated)*
- Real Success
Achieving Deployment Success

Achieving real success with a technology investment can only occur when the solution is thoroughly deployed within the given business. It requires an augmented level of trust in the data (quality and accuracy), technology (functionality and performance) and proven ability to deliver the desired business benefits.

The journey can begin when end users believe that the delivered solution/application and the associated supporting data is of sufficient quality that they are comfortable to try using it. Once the end users are provided high-quality, business process-oriented training and sufficient time to build their experience and confidence in the system, there is a natural transition to demonstrated solution acceptance.

Monitoring and maintaining system reliability and data quality throughout the lifecycle of the solution is crucial, especially during the adoption period, when end users are adjusting to the new system and processes and building their confidence, reliance and trust in the solution. Finally, success is achieved for both the business and the end user community when the appropriate metrics are tracked and reported out to prove that the desired benefits were achieved.

The GE Software Solution Delivery team is ready, committed and energized about working with you and your team to help you achieve real deployment success.

Managed Services Scope Options

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Managed Services

Traditionally, GE has provided support services for the product and consulting services for the provision of application change requests and upgrade services. These traditional consulting services can be expanded to manage the full installation and can be tailored to suit your needs.

GE has adopted a strategic goal to offer tailored Managed Services for our customers. Managing a defined set of IT services, the typical offering will focus on one or more of the following:

- **Incident/Issue Management:** Corrective and Preventive Maintenance, Incident Case Management, Technical Mentoring & Consulting (onsite / remote), Service Level Management, 24x7 Emergency Support, Root Cause Analysis of Outages / Repetitive Issues, Support During Disasters
- **Solution Performance Management:** Status / Performance Monitoring & Reporting, Solution Performance Tuning
- **Change Request Management:** Change / Enhancement Analysis and Design, Configuration Change / Enhancement Implementation, Change Request Documentation, Tracking, Analysis
- **Release Management:** Release/Update Planning & Implementation
- **GE Software System Administration:** User/Access Configuration, Install, Move, Add, Change (IMAC), System Change Control, Software Version Management
- **Database Administration:** Backup & Recovery Management, Database Content & Integrity Management, Database Maintenance, Data Quality Management
- **IT System Administration:** Software Maintenance, Servers Monitoring & Operation, Security Management, IT Planning
- **Infrastructure Management:** Infrastructure Hosting, Hardware Maintenance, Infrastructure Specification Guidelines, Infrastructure Spare Parts Inventory Guidelines
- **Disaster Recovery:** Disaster Recovery Support, Disaster Recovery Management, Disaster Recovery Hosting
- **Training:** End-user, System Administration, Solution Development, Database Management, Solution Monitoring, Disaster Recovery Training
- **Billable Support Services:** Extended and Additional Billable Support Services

The advantages of GE providing your managed services include:

- **Enabling** you to simplify your organization through the redeployment of head count
- **Providing** a flexible model to drive out cost and save on operating expenses
- **Developing** a firm contractual commitment of service levels and quality
- **Providing** a partnership model to ensure a cost/performance model to meet your business needs
- **Managing** the delivery of product development, enhancements, and system operations through one supplier
- **Increasing** system stability and lowering administration costs through a direct link between system operations and product development
- **Leveraging** a unique resource and knowledge pool across the GE organization

GE can provide various options of managed services ranging from traditional scope product maintenance and support through to a full suite of services provided by full-time experienced personnel, or some combination in between. Contact us to discuss how GE managed services can benefit your organization.

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