



# Managed Services solution for GE Transmission, Distribution and GIS product lines

GE Digital Managed Services provides a wide range of technical IT services for customers and potential customers of our Digital Energy products.

Due to systems complexity and the unique skill sets required, GE can provide the services to manage your digital energy Transmission, Distribution, and solutions. Trust GE to be there for you, helping you maximize the benefit of our digital energy products. Managed Services is a natural extension of Maintenance and Support, providing a safer and more cost-effective IT operation in the control room.



## Market Challenges

- IT environments are becoming more complex
- Security incidents can lead to high revenue losses and possible penalties. Cyber Security resource availability is scarce
- Customers cannot benefit from the new product releases at a proper pace
- IT infrastructure is moving at an accelerated rate



## Benefits of Managed Services

- Cost reduction
- Lower capital expenditure
- Superior expertise and better service
- Expertise on tap
- Increased efficiency
- Reduced risk



## Operating Cost Reductions

- Through Managed Services, we reduce customer's systems ownership costs, providing higher value from investment at lower predictable cost



## Technical Expertise

- GE has the technical and domain expertise to offer the highest level of support for GE software solutions
- Through Managed Services, we resolve issues proactively versus waiting for a support call



## Improved Performance

- We eliminate surprises and maximize the reliability and availability of the customer's system
- By optimizing system configuration and performance from the outset, we control variables that drive successful system operation and customer satisfaction



## Managed Services

Many transmission and distribution utilities are considering adopting Managed Services, and some have already moved to that model.

GE's strategy is to focus on the management of our software solutions and applications, where we can bring the most added value to customers and leverage our expertise for their benefit.

GE Managed Services covers full solution management: day-to-day running, maintenance, and support of the IT systems in scope.



- Complete and streamlined solution for application operation, system and database, and infrastructure management
- Improved operational activities
- IT staff augmentation without the risks and costs of additional headcount
- Removal of performance barriers that prevent you from committing to service-level agreements with your end users

GE Managed Services focuses on preventive actions and early detection in order to limit the number of service-affecting incidents and issues. This is achieved by automatic monitoring tools that reduce, to a minimum, the number of these negative issues.

GE has the technical staff to perform day-to-day operations, with the technical skills to cover all the technology-related parts of the solution (OMS, DMS, GIS, Operating Systems, DBs, VMware, Citrix, SQL, etc.).

GE has the product-specific technical and domain expertise to offer the highest level of support for GE software solutions.

Through Managed Services, we resolve issues proactively based on the implemented monitoring solution that covers all the components of our solution in scope.

We eliminate surprises and maximize the reliability and availability of the customer's system.

## Benefits of Managed Services

Automated monitoring for each customer's solution platform:

- Solution monitoring
- Infrastructure monitoring
- Performance monitoring
- Predictive analytics for measuring system performance and supplying preventative measures to customer ICT and BAU application Tier 2 and 3 support teams
- Improved system performance
- Increased platform and solution uptime
- Improved hardware performance

- Improved solution performance
- Proactive vs. reactive maintenance
- Offers 24x7 and 8x5 SLA solution and environment support (including third-party operational software support, i.e., OS, DB, etc.)

### **30% increase in Mean Time Between Failures (MTBF)**

By real-time proactive monitoring, we estimate the reduction in the number of service-affecting incidents at up to 30% which will result in an increase of the MTBF.



### 30% decrease in Mean Time To Restore (MTTR)

Due to specific tools and processes, the MTTR will decrease significantly, and this, in turn, leads to a lower risk related to productivity, reliability, and penalties avoidance.

### Regulatory Benefits:

- Assist customer IT teams with easy access to system performance and event reports for production and Disaster Recovery (DR) environments
- Expedient diagnostic assistance with Root Cause Analysis (RCA) for customer IT teams
- Expedient diagnostic assistance with RCA for customer Information and Communication Technology (ICT) and Business as Usual (BAU) application Tier 2 and 3 support teams
- Historical auditing of system and environmental outages

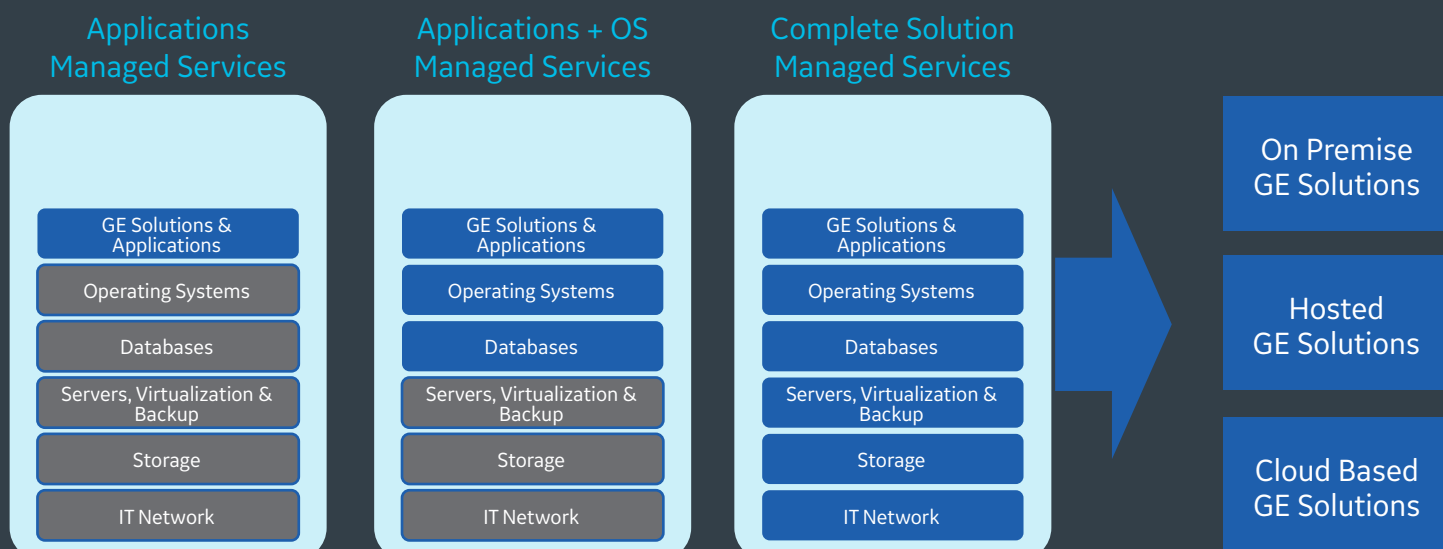
- Project Cycle Testing and Scalability support
- Support for deployment and scalability testing
- Support for infrastructure capacity management in preparation for future growth

### Services Management

- ✓ Capacity Management
- ✓ Availability Management
- ✓ Disaster Recovery and Business Continuity Support
- ✓ Configuration and Asset Management
- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Release Management
- ✓ Security
- ✓ Reporting

## Benefits of Managed Services

GE offers tailored Managed Services models to suit the Customer's demands and expectations. These models are applicable to all the solutions in our portfolio (Transmission, Distribution and GE GIS solution).





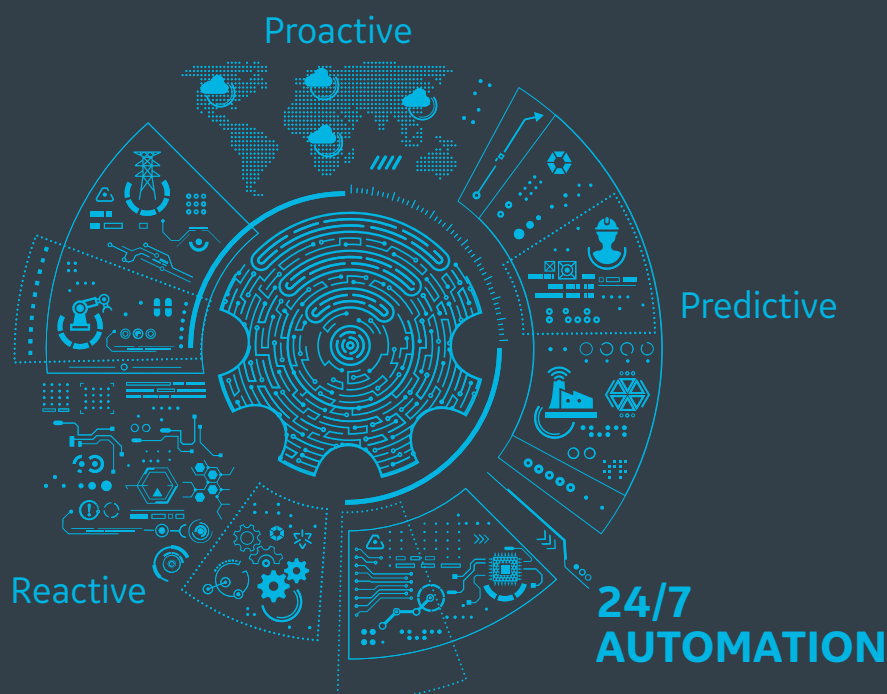
## Our Team

The Managed Services team has extensive experience in performing the related activities with a full complement of skill sets in different GE Solutions, IT technologies, products, and processes.



The Managed Services team has a very strong focus on automation for IT activities and monitoring. This is required to ensure proactive and real-time 24/7 control for the managed solutions

## Managed Services Monitoring and Maintenance



### Mean Time Between Failures (MTBF) Increase

- Thanks to expert skills and proactive monitoring and maintenance, we are able to drastically reduce the occurrence of issues impacting system operation. An MTBF increase up to 30% can typically be achieved.

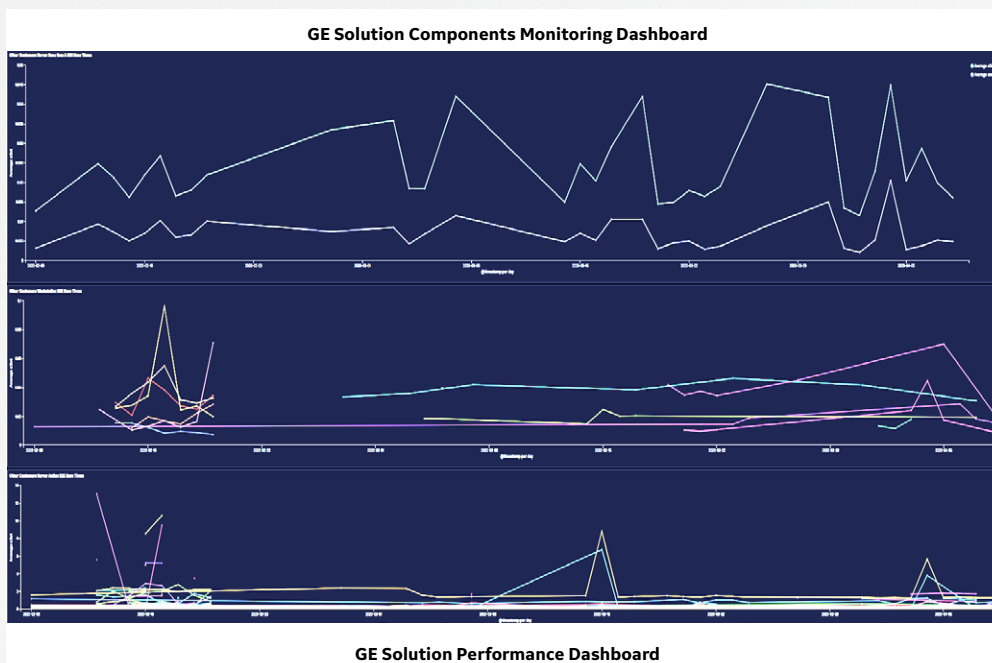
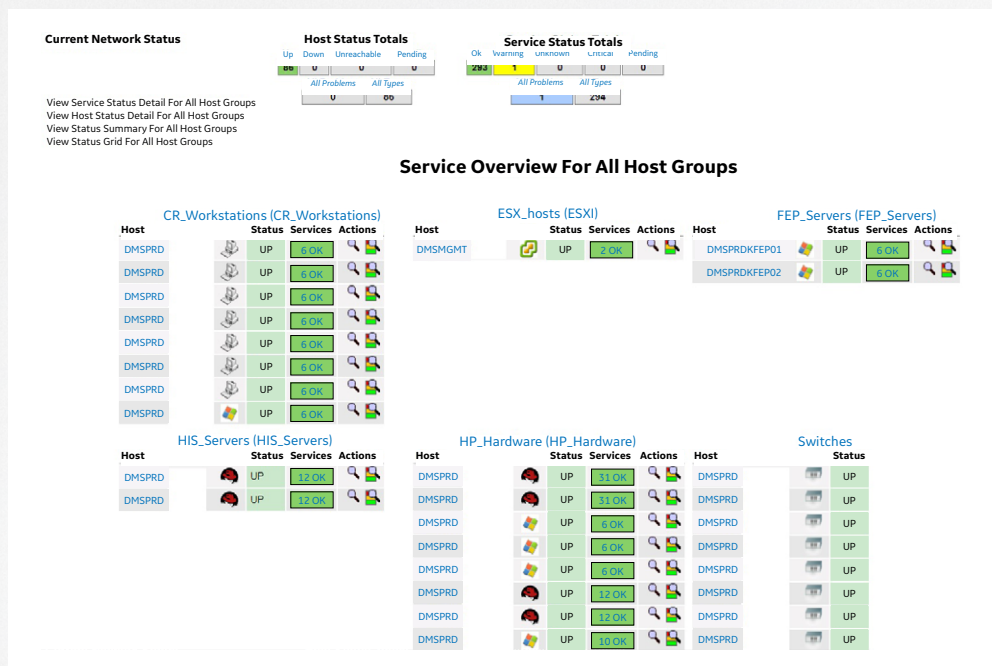
### Mean Time To Restore (MTTR) Decrease

- Through extensive automation, average troubleshooting duration is significantly decreased and service restoration time is improved, reducing the overall impact on operations. A typical MTTR improvement of up to 30% is expected.



## Monitoring and Maintenance dashboard

Through Managed Services, we resolve issues proactively based on the implemented monitoring solution that covers all the components of our solution in scope.





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