



GlobalCare* Support for Automation Systems

Optimizing your hardware investments

GE Intelligent Platforms' GlobalCare* Support for Automation Systems provides a comprehensive way to optimize your investment in our automation systems hardware solutions. It ensures that your hardware is continually up to date with the latest features, and provides easy access to a broad range of tools, applications, technical expertise, and support that you need for a sustainable competitive advantage.

You can select among four different levels of GlobalCare Support, providing the flexibility to select the support offering that best meets your business needs. For all levels—from Basic through Premier—you can rely on our value-added online resources and knowledgeable support experts to help drive your uptime and productivity.

Basic Support

The Basic level of support is designed for GE Intelligent Platforms hardware solution customers that have highly trained in-house technical staff and may not need a deep level of product support. It provides key support resources, including online support and a library of proven self-help tools, to maintain your hardware at an optimal level.

Online Knowledge Center

With our support website, support.ge-ip.com, you have anytime, anywhere access to online case management and a broad range of relevant hardware information and tools, including sample code, service packs, and templates. It contains a comprehensive library of practical resources to help you troubleshoot issues, and an interactive web forum that enables you to leverage and share best practices to increase your productivity.

Firmware Upgrades

We're committed to providing you with a competitive advantage with innovative technologies, and you can ensure that your hardware solutions are current with our continuous firmware upgrades that help you leverage the latest technologies and product capabilities. The Downloads section of our support website provides easy access to upgrades to help you realize the highest possible value from our products.

Optional Call Back Service

You can include our Call-Back Service as a fee-based option, whereby you submit a support case online and one of our support professionals contacts you by phone in a timely fashion to help you resolve your case.

Standard Support

The Standard level of support is designed for GE Intelligent Platforms hardware solution customers that may have highly trained in-house technical staff, and prefer to add all the features of the Basic level, in addition to Call Back Service.

All Basic Features + Phone Service

When you submit a support case, one of our support professionals will contact you by phone in a timely fashion to help you resolve your case. It is not fee-based, and includes all callbacks.

Advanced Support

The Advanced level of support is designed for GE Intelligent Platforms hardware solution customers that need highly trained technical and product expertise such as those with operations where maximized uptime is critical. It includes all the features of the Standard level, in addition to Direct Phone Support, Priority Case Routing and a Knowledge Base DVD.

All Standard Features + Direct Phone Support + 24x7 Support + Priority Case Routing + Knowledge Base DVD

Direct Phone Support

To receive assistance by phone, you can directly contact our support team to guide you through the case management process and prompt you to provide relevant information related to your issue, enabling your case to be queued up for service.

Priority Case Routing

All cases will receive priority case routing for timely resolution. Once you have submitted



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your case, the most qualified support professional is automatically assigned to you to provide immediate support.

24x7 Support

You can contact us for technical support 24x7 for expedited case management. We offer around-the-clock emergency support with a comprehensive infrastructure of phone and web-based experts to deliver the appropriate level of product and/or technical know-how to address your critical case.

Knowledge Base DVD

In addition, you'll receive our Knowledge Base DVD, which is updated several times a year and contains our entire library of valuable articles, tools, and other resources to help you solve issues—even when you do not have web access.

Premier Support

The Premier level of support is designed for GE Intelligent Platforms hardware solution customers that need the fastest and most comprehensive access to highly trained technical and product expertise. It includes all the features of the Advanced level, in addition to a dedicated Premier Support Manager, and a 1-Year Extended Warranty on New Purchases.

All Advanced Features + Premier Support Manager + 1-Year Extended Warranty

Premier Support Manager

A dedicated support manager is designated as the focal point of your support experience. Your support manager is your trusted advisor for technical questions and resolution management, and one who is knowledgeable about your specific business needs. He or she will bring the benefits of having a single point of contact, including service continuity and proactive support for firmware upgrades and other product enhancements.

Additional Year of Warranty

Exclusively for customers under our Premier Support contract, an additional year of warranty is added beyond our standard warranty, delivering potential cost savings and additional peace of mind that your hardware products are covered should problems arise.

GlobalCare Support for Automation Systems At-a-Glance

Offering Level	Basic	Standard	Advanced	Premier
E-Service / Knowledge Base	•	•	•	•
Firmware Upgrades	•	•	•	•
Call Back Service	Fee-based Option	•	•	•
Direct Phone Support During Customer Working Hours			•	•
Priority Case Routing			•	•
Knowledge Base DVD			•	•
Emergency 24x7 Support			•	•
Premier Support Manager				•
1-Year Extended Warranty on New Purchases				•

Part Numbers for GlobalCare Automation Systems

Size/Level	Standard	Advanced	Premier
1-10 Units Installed	GCAS10STANDARD	GCAS10ADVANCED	GCAS10PREMIER
11-50 Units Installed	GCAS50STANDARD	GCAS50ADVANCED	GCAS50PREMIER
51-100 Units Installed	GCAS100STANDARD	GCAS100ADVANCED	GCAS100PREMIER
100+ Units Installed	GCASUNLSTANDARD	GCASUNLSTANDARD	GCASUNLPREMIER

About GE Intelligent Platforms

GE Intelligent Platforms, a General Electric Company (NYSE: GE), is an experienced high-performance technology company and a global provider of hardware, software, services, and expertise in automation and embedded computing. We offer a unique foundation of agile, advanced and ultra-reliable technology that provides customers a sustainable advantage in the industries they serve, including energy, water, consumer packaged goods, government and defense, and telecommunications. GE Intelligent Platforms is a worldwide company headquartered in Charlottesville, VA and is part of GE Home and Business Solutions. For more information, visit www.ge-ip.com.

GE Intelligent Platforms Contact Information

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

www.ge-ip.com/support

