



# Program for Independent Service Providers

GE Intelligent Platforms has always seen independent systems integrators as a key element in driving the success of automation and information technology for our mutual customers. These valued service providers bring dedicated talent, focused domain expertise, and a level of application commitment that greatly complements our advanced technology. The GE Intelligent Platforms Service Provider Program reflects our commitment to fostering the best possible working relationship with system integrators and end users of automation.

## Goals of the Program

As a general-purpose automation supplier, GE Intelligent Platforms sees independent systems integrators and engineering firms as critical parts of successful automation implementations. These service firms are typically selected by the end user based on domain experience, which is relevant to the particular process or application. GE Intelligent Platforms provides complementary services in terms of product/technology expertise—that when combined with the domain expertise—results in optimum effectiveness.

Our Service Provider Program is intended to flexibly address the respective requirements unique to the range of individual system integration firms. System integrators and GE Intelligent Platforms mutually define participation in the program based on both technical capability and a desire for commercial alignment.

GE Intelligent Platforms and member system integrators around the world benefit by capitalizing on an increased commitment to strategic users, a closer connection of technology to application, and ultimately more effective customer installations.

There are three distinct categories of participation in the program:

## Solution Provider

The Solution Provider program provides thousands of independent system integrators and engineering firms worldwide with access to cost-effective development software and training. It includes GE Intelligent Platforms GlobalCare\* to ensure the best technical support, the latest technologies and product upgrades.

## Premier Solution Partner (PSP)

The Premier Solution Provider recognition is a reflection of a mutual commitment to a tighter commercial and technical alignment. The alignment of GE Intelligent Platforms COTS technology and PSP domain expertise optimizes the total cost of technology ownership via reduced risk and accelerated impact. Individual PSP recognition is designated to specific vertical or horizontal automation environments.

## Advanced Application Solution Partner (AASP)

There is a small set of independent system integrators that have evolved to deliver offerings that meet specific challenges. Extensive experience with GE Intelligent Platforms technology has resulted in the AASP investing in the development of one or more specific, repeatable application solutions. These application templates have been created with the intent of deploying to multiple sites with flexible site-by-site adaptation.



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## Service Provider Program Overview

The table below provides a summary of details associated with the GE Intelligent Platforms Service Provider program. Each participation category within the program has a corresponding set of benefits and expectations. Participation in the program is by approval only and subject to periodic review. Annual fees associated with participation will vary between categories and global regions.

	Solution Provider	Premier Solution Partner	Advanced Application Solution Partner
<b>Benefits to Service Provider</b>			
Access to development software keys for core software technology	✓	✓	✓
Access to development software for advanced software technology	Upon approval	Upon approval	Upon approval
Access to reduced-cost classroom training seats	✓	✓	✓
Respective logo usage	Limited context	✓	✓
GlobalCare Complete for in-house SW usage and project development	✓	✓	✓
Access to immersion training with GE Intelligent Platforms personnel		✓	As appropriate
Framed certificate of recognition		✓	✓
Speaker / exhibitor status at GE Intelligent Platforms sponsored events		✓	✓
Linked URL from GE Intelligent Platforms web presence		✓	✓
Formalized corporate demand generation activity around application			✓
Negotiated commercial incentives for revenue associated with AA installations			✓
<b>Expectations of Service Provider</b>			
Annual renewal of SW key access, payment of fees, and adherence to agreement defining key usage	✓	✓	✓
Maintenance of skill sets around GE Intelligent Platforms technology	✓	✓	✓
Required permanent in-house demonstration capability of GE Intelligent Platforms solution		✓	✓
Documented application references and mutual customer success stories		✓	✓
Formalized regional joint marketing and business plan (beyond regional boundaries as appropriate)		✓	✓
Annual verification of PSP recognition through business, capabilities, experience audit, and membership fees		✓	✓
Annual verification of Advanced Application through business, capabilities, and experience audit			✓

GE Intelligent Platforms provides all active program members with pre-defined authorization to an advanced set of core software via a finite set of non-transferable keys:

- Proficy® HMI/SCADA – iFIX®
- Proficy HMI/SCADA – CIMPLICITY®
- Proficy Historian
- Proficy Real-Time Information Portal
- Proficy View – Machine Edition
- Proficy Logic Developer – Machine Edition
- Proficy Motion Developer – Machine Edition
- Proficy Shop Floor SPC
- Proficy Change Management
- Proficy Workflow

Additional software licenses are available on an individual basis and at additional cost based on GE Intelligent Platforms approval.

For additional information regarding the Service Provider Program, contact your local GE Intelligent Platforms representative or e-mail [solutionprovider.ip@ge.com](mailto:solutionprovider.ip@ge.com)

## Details of Limited Licensing

GE Service provides limited license authorization for the software technology provided as part of the Service Provider program. The hardware keys and the associated licenses that they enable are to be used solely by the program member for development, testing, and staging of solutions. The use of these keys and software in production environments of any kind is PROHIBITED. The re-sale and/or transfer of ownership of the keys is prohibited.

The GlobalCare agreement provided as part of the Service Provider programs provides the program member support for ONLY the development systems authorized by the provided hardware keys. Production systems implemented with GE Intelligent Platforms technology by the Service Provider require a separate GlobalCare agreement for access to support. Service Providers calling on behalf of end-users of production systems will be required to provide the CSN of the end-user to verify the appropriate GlobalCare access.

GE Intelligent Platforms reserves the right to modify the Service Provider program at any time. The benefits and features of the program may vary between regions and program applicability should be confirmed with a local GE Intelligent Platforms representative.

## GE Intelligent Platforms Contact Information

Americas: **1 800 433 2682** or **1 434 978 5100**

Global regional phone numbers are listed by location on our web site at [www.ge-ip.com/contact](http://www.ge-ip.com/contact)

[www.ge-ip.com](http://www.ge-ip.com)



GE Intelligent Platforms is proud to be a Partner member of the Control System Integrators Association.

