



# GlobalCare\* Premier Support

Your fastest path to technical experts

GE Fanuc Intelligent Platforms' Premier Support Program is for GlobalCare Complete customers who have a strategic investment in their GE software automation solutions with business needs that dictate a closer partnership and a higher and faster level of technical support. Premier Support consolidates all of your support and maintenance needs through one central business process to achieve maximum ROI and faster root-cause analysis.

#### Priority Position in the Service Queue

Any incoming call received from a Premier Account is immediately queued as the next call to be processed and assigned to the Premier Support Team.

#### Premier Support Team

A team of highly skilled and deeply experienced engineers, solving mission critical issues in a timely fashion by placing them at the front end of case creation for Premier Accounts.

#### Expedited Online Case Processing

All cases received via web communication immediately surface to the top for processing by the Premier Support Team.

#### Assignment of a Premier Support Manager

As a Premier Account, you will be assigned a Premier Support Manager as the focal point of your support experience. Your Premier Support Manager brings the additional following benefits to the Premier Account Program:

- **Named Resource** - Single point of contact from the support organization to provide continuity across all your plants and projects, sharing best practices, ensuring you the best support experience possible, and helping you maximize the value of our software. The Premier Support Manager is your trusted GE Fanuc Intelligent Platforms advisor for technical account and problem management, one who is knowledgeable in your business, and helps anticipate issues from one site to another.

- **Account Management and Regular Ongoing Communication** - Responsible for the technical customer support relationship, your Premier Support Manager develops personal support plans, monitors GE Fanuc resources for known issues, and coordinates solutions to keep you up and running. The Premier Support Manager holds regular account reviews, highlighting technical support trends, providing a complete view of support activities across your entire enterprise, and outlining areas to improve.
- **Account Run Book** - The Premier Support Manager maintains an inventory of your technology investment in GE Fanuc, including a topology of the products and versions you are currently running and on what technology platforms. This topology architecture is utilized by the Premier Support Team to quickly identify configurations and cross-dependencies between products and shorten the initial problem identification cycle.
- **Proactive Support** - The Premier Support Manager is uniquely positioned to identify potential issues and problems before they happen. The Premier Support Manager knows your business, your automation infrastructure, internal processes, overall business goals and needs, and your partners, and uses that knowledge to implement appropriate action plans, manage your day-to-day support requirements, communicate upcoming product development as they relate to your automation requirements, and recommend appropriate updates and upgrades as required.



- **Customer Advocacy and Support Coordination** – The Premier Support Manager helps you become more efficient by teaching “self sufficiency” in the use of our on-line tools, and acts as the “voice of the customer” to the rest of GE Fanuc. Working in a cross-functional capacity across GE Fanuc to resolve issues, the PAM provides case management, and ensures customer requirements are fed back to the product development teams.
- **Life Cycle Planning** – Proactive delivery of updates on product roadmap, enhancement requests, available upgrades, and qualified advise on what SIMs and Service Packs you should take advantage of based on your Run Book.

## Optimizing Your Investment

Through GlobalCare Support Services, we continue to provide our customers with a comprehensive support offering that helps you realize the highest possible value from our products. And we stand behind our commitment 24 hours a day to support your enterprise. Just as a GE Fanuc Automation solution can optimize your business, a GlobalCare Support contract can optimize your investment in our software. Contact us today to learn what we can do for you.

## Proficy Software Modules

### Plant Performance and Execution

- Proficy Workflow
- Proficy Plant Applications – Efficiency
- Proficy Plant Applications – Production
- Proficy DataMart
- Proficy Tracker
- Proficy Machine Tool Efficiency

### Integrated Quality

- Proficy Plant Applications – Quality
- Proficy Non Conformance Reporting
- Proficy Shop Floor SPC
- Proficy RX™

### Process Solutions

- Proficy Process Systems\*
- Proficy Batch Execution
- Proficy Plant Applications – Batch Analysis
- 8000 Process I/O
- PACSystems\* SafetyNet
- MOST Controllers

### Real-Time Information Portal

- Proficy Real-Time Information Portal

### Plant Data Repository

- Proficy Historian

### Asset Management

- Proficy Remote Monitoring and Diagnostic
- Proficy Change Management
- Proficy Maintenance Gateway

### HMI / SCADA

- Proficy HMI/SCADA – iFIX\*
- Proficy HMI/SCADA – CIMPLICITY\*
- Proficy View – Machine Edition

### Programming & Control

- Proficy Logic Developer
- Proficy Motion Developer – Machine Edition

## GE Fanuc Support & Services

- GlobalCare\* Support
- Professional Services
- Training

## GE Fanuc Intelligent Platforms Information Center

Headquarters:  
1 800 GEFANUC  
1 800 322 3616  
1 434 978 5100

Global Regional phone numbers  
are available on our website  
[www.gefanuc.com](http://www.gefanuc.com)

## Additional Resources

For more information, please visit the  
GE Fanuc Intelligent Platforms web site at:

[www.gefanuc.com](http://www.gefanuc.com)

