



GE Energy is pleased to announce the launch of its suite of well-defined Smart Services solutions targeted at optimizing system performance, minimizing downtime, and utilizing best practices.

It is our intention to provide value-adding services in those areas where our customers expect GE to play at its strongest ...

- Exploiting your precious investment to maximum benefit
- Designing enhancements along the strengths of the product, and
- Reducing your total cost of ownership

#### Smallworld Office Suite Quick Start Program

- Would you like to leverage a structured proven approach to training staff, gathering requirements, and starting the Smallworld\* Office Suite implementation?
- Would you be interested in a low cost, low risk program that will identify short-term goals to offer your organization clearly defined business benefits and operational improvements?

#### Operations Support Service

A well-maintained database is one of the key factors to determine the success of a system implementation.

- *Are you concerned that your IT organization may not fully understand the Smallworld\* database technology, which can lead to misconceptions in how to administer the database, leaving it vulnerable to administrative error? This is particularly crucial since the role and business criticality of the geospatial system within an organization is often significantly underestimated.*
- *Are you interested in reducing the total cost of ownership for your system? A solid regime of pre-symptom monitoring and diagnosis is a timely investment that reduces the total cost of ownership by avoiding prolonged and unexpected outages. In addition to this, regular maintenance is required to maintain the system at its optimum and to prevent failures from occurring.*

#### Design and Specification Support

*Time and again, solution implementations start off with what is thought to be clear business objectives and user requirements, but then result in an implementation that fails to meet expectations. Further changes or additional projects are then required to address the gaps.*

- Are you looking for a way to minimize the likelihood of this occurring?

- Are you searching for help in ensuring that proposed solutions are best aligned with product capabilities and direction?

### Predictable Upgrade Service

*Do you dread the discussion of a product upgrade because it has been a painful process in the past?*

- Would you like advice and assistance for all phases of a version upgrade?
- Do you need help with pre-evaluation, decision criteria, planning, analysis, specification details for external packages, upgrade management, or post-upgrade evaluation?
- Are you looking to minimize change-related risks?
- Are you trying to drive faster ROI (return on investment)?
- Are you under pressure to reduce costs wherever possible?

### System Performance Optimization Service

*Performance is one of the key factors to determine the success of a system implementation.*

- Do you ever think your system is just too slow?
- Are you concerned that your hardware is approaching its limits?
- Are you planning a customization or bulk data load and want to measure its effect on performance?
- Do you want to keep an eye on performance with regular health-checks and monitoring tools?

If you would like to learn more about how you can benefit from GE Energy's Smart Services solutions, please contact your GE representative at [energy.tdsolutions@ge.com](mailto:energy.tdsolutions@ge.com).