

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?

GE Energy has a service solution to meet your needs . . .

Predictable Upgrade Service

Our team of experienced customer service personnel can provide end-to-end service on your new Smallworld* version implementation through the following available service modules:



Phase I: Decision-making support includes the following:

- Identification of bespoke code that can be removed and presentation of solutions based on the new version's standard functionality or existing independent third party products
- Process impacts, improvements, and usability
- Existing code quality in relation with the new version and the to-be-ported bespoke code checked against quality issues
- Risk and benefits of not upgrading versus risk and benefits of upgrading to the new version
- Infrastructure changes required for the new version
- Identification of new functionalities to be developed to fully leverage the upgrade
- Implications on existing interfaces with other systems
- End user training and change acceptance
- Documentation change

- Overview of required effort and costs based on inspection results, including anything that is required for the upgrade (e.g., project management, training, risk)
- Preparation of a projected milestone plan, including the major phases of the upgrade and the estimated time
- Upgrade process model and organization aligned to your requirements, IT environment and budget

With all this information, you can weigh the pros and cons, costs, and a projected milestone plan and present it to your management level for final decision and approval to move ahead.

Phase II: Migration planning and specifications

With the information collected in Phase I, the GE Energy team will prepare the documentation to allow you to go to the market and find a third party that can execute the upgrade. This documentation includes the following:

- Preparation of technical specification outlining the required changes and/or replacements in your existing application
- Definition of working packages to divide the upgrade into manageable units
- Delivery and acceptance criteria
- Source code quality rules and definitions
- Evaluation of third-party proposals
- Change acceleration process requirements

Phase III: Execution control

Based on the definitions and documents collected in Phases I and Phase II, the GE Energy team supports you in the execution of the upgrade, with primary focus on the technical and quality areas— such as the validation and testing of your internal processes, workflows, and interfaces to other systems. This phase includes the following:

- Third-party deliverables verification
- Code review and execution of acceptance tests
- Verification that the deliverables have met the technical specification created in Phase II
- Change acceleration process (CAP) execution

For more information about GE Energy's Service solutions, visit www.ge.com/energy. You can also contact your GE representative at energy.tdsolutions@ge.com.

