



# GlobalCare<sup>\*</sup> Assist Support

## Optimizing your investment

**Proficy GlobalCare Assist Support provides a comprehensive way to support your investment in a GE Fanuc Intelligent Platforms software solution. It is designed for customers who need our highly trained technical expertise, and do not require product upgrades with their purchase.**

### **A Network of Support Professionals**

Whether it comes directly from GE Fanuc or from our global network of Certified Support Professionals around the world, you'll receive the same high levels of service throughout a support scenario from first-level response to advanced troubleshooting. Our support team meets our strict criteria for product knowledge and experience. And all of our support features are focused on providing you with the tools, resources and assistance to be successful.

### **Online Knowledge Center**

Our Award-winning web site is accessible worldwide, with 24-hour access to a broad range of information, tools, and data sources – including top support links, articles & white papers, sample codes, user forums, developer downloads, driver factsheets and more. The Downloads section of the Support Site provides a comprehensive storage facility for proven tools and resources that can cut development time. And a secure RSS-enabled web forum allows you to see and benefit from how customers around the globe are using our products in real-world environments.

### **Online Case Management**

We offer a sophisticated online case management system that allows you to monitor, update and even escalate your case 24 hours a day. When you log a case online, our interface guides you through the process and prompts you to provide our support professionals with relevant information about your case and system. From there, the most qualified professional is automatically assigned to your case and has a working knowledge of your situation. Cases logged outside of North America are delivered directly to local representatives.

### **Knowledge Base CD**

We publish the Knowledge Base CD three times a year as an additional resource for GlobalCare customers. It contains an entire library of valuable articles, white papers, remote diagnostic tools and other global and regional materials to help solve your issue when you are not connected to the Internet. You can request the latest CD anytime by filling out a simple form at [gefanuc.com/support](http://gefanuc.com/support).

### **Electronic Newsletter – At Your Service**

GlobalCare Complete customers receive our electronic newsletter, which is filled with important updates and helpful tips about using our products and services to your greatest advantage.

### **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. Just as a GE Fanuc Intelligent Platforms 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 / Proficy SOA

### Plant Performance and Execution

- Proficy Workflow, Powered by Proficy SOA
- Proficy Plant Applications – Efficiency
- Proficy Plant Applications – Production
- Proficy Tracker
- Proficy Machine Tool Efficiency

### Integrated Quality

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

### Process Solutions

- Proficy Process Systems\*
- Proficy Batch Execution
- Proficy Plant Applications – Batch Analysis
- Proficy RX™

### 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

## About GE Fanuc Intelligent Platforms

GE Fanuc Intelligent Platforms, a joint venture between General Electric (NYSE: GE) and FANUC LTD of Japan, is a high-performance technology company and a global provider of hardware, software, services, expertise and experience in automation and embedded computing, with products employed in virtually every industry, including manufacturing automation, defense, automotive, telecommunications, healthcare and aerospace. GE Fanuc Intelligent Platforms is a worldwide company headquartered in Charlottesville, VA, and is part of GE Enterprise Solutions. For more information, visit [www.gefanuc.com](http://www.gefanuc.com)

## GE Fanuc Intelligent Platforms Information Centers

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or 1 780 401 7717

Europe, Middle East and Africa (CNC):  
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## Additional Resources

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

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

