



Proficy™ GlobalCare Complete Support

Optimizing Your Investment

Proficy GlobalCare Complete Support is the best and most comprehensive way to optimize your investment in a GE Fanuc Automation software solution. With GlobalCare Complete, you can be sure that your software is always up to date, and that you have access to the tools, applications and support to be successful.

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.

24 x 7 Emergency Support

Around the clock emergency support is available for critical cases, through a comprehensive infrastructure of phone and web-based support. To maximize effectiveness, our support professionals are organized into specialized product teams to ensure a high level of expertise in your particular case area.

Product Maintenance

GlobalCare Complete Product Maintenance ensures that you continue to have access to the latest product improvements, enhancements, tools and features that can optimize your investment in our software. In addition, you can go to global-care.gefanuc.com to download the latest Hot Fixes and Service Packs for products and drivers.

Online Knowledge Center

Our Online Knowledge Center is accessible worldwide, with 24-hour access to a broad range of information and data sources - including top support links, articles & white papers, sample codes, user forums, developer downloads, driver fact sheets 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 online forum allows you to see and benefit from how customers around the globe are using our products in real-world environments.



imagination at work



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 for immediate support.

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.

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. 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, an GlobalCare Support contract can optimize your investment in our software. Contact us today to learn what we can do for you.

Proficy Software Modules:

Real-Time Information Portal
Proficy Real-Time Information Portal

Plant Performance and Execution
Proficy Batch Execution
Proficy Tracker

Integrated Quality
Proficy Shop Floor SPC

Plant Data Repository
Proficy Historian

Asset Management
Proficy Change Management

HMI / SCADA
Proficy HMI/SCADA – iFIX®
Proficy HMI/SCADA – CIMPLICITY®
Proficy View – Machine Edition

Programming and Control
Proficy Logic Developer – Machine Edition
Proficy Motion Developer – Machine Edition

For a complete listing of GlobalCare product coverage please check with your local rep or distributor.

GE Fanuc Support & Services:

Proficy GlobalCare Support
Proficy Professional Services
Proficy Training

GE Fanuc Automation Information Centers

USA and the Americas:
1- 800-GE FANUC
or (434) 978-5100

Europe, Middle East and Africa:
(352) 727979-1

Asia Pacific:
86-21-3222-4555

Additional Resources

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

www.gefanuc.com

