



GE's Electronic Commerce (EC) Strategy

The GE InterBusiness Partner service

e

GE Information Services

GE Information Services' Mission

**GE Information Services,
the experts in Electronic Commerce,
deliver solutions that create competitive
advantage for our clients
by combining computer and
telecommunications technologies
to link, integrate and support the business
processes of multiple enterprises.**

e

What we do

**“Internetwork global enterprises
with their trading partners
to dramatically reduce cycle time, eliminate
cost and increase customer satisfaction”**

GE's EC Strategy

- **Electronic Data Interchange (VANs)**
- **Gateways, Internet**
- **EC Outsourcing**
- **Extranets**
- **Electronic Marketplaces**

GE's EC Strategy

Increased Business Value

Electronic Marketplaces

Extranets

EC Outsourcing

Gateways &
Internet EDI

EDI

Expanded Electronic Trading Community

e

GE's EC Strategy: Traditional EDI via VANs



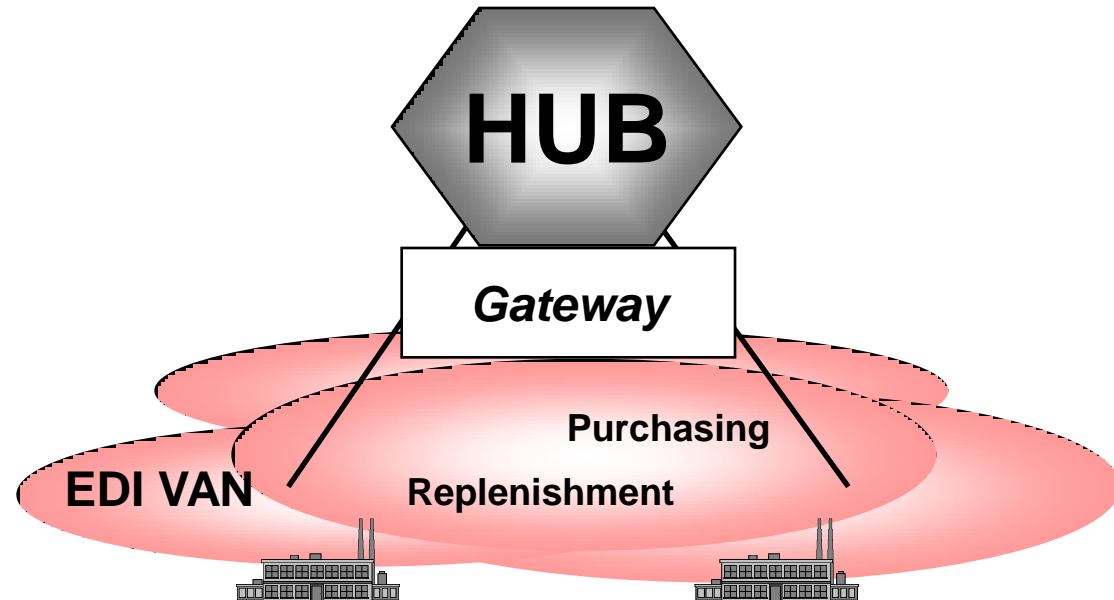
Increased Business Value

EDI

Expanded Electronic Trading Community

Electronic Commerce evolution

From traditional EDI...



- Limited, structured content -- PO's, invoices
- High volume, low value transactions
- Application to Application
- Limited reach -- only EDI enabled Trading Partners

EDI*Switch, Traditional GE EDI Services

GE's EC Strategy: Gateways & Internet EDI



Increased Business Value

Gateways &
Internet EDI

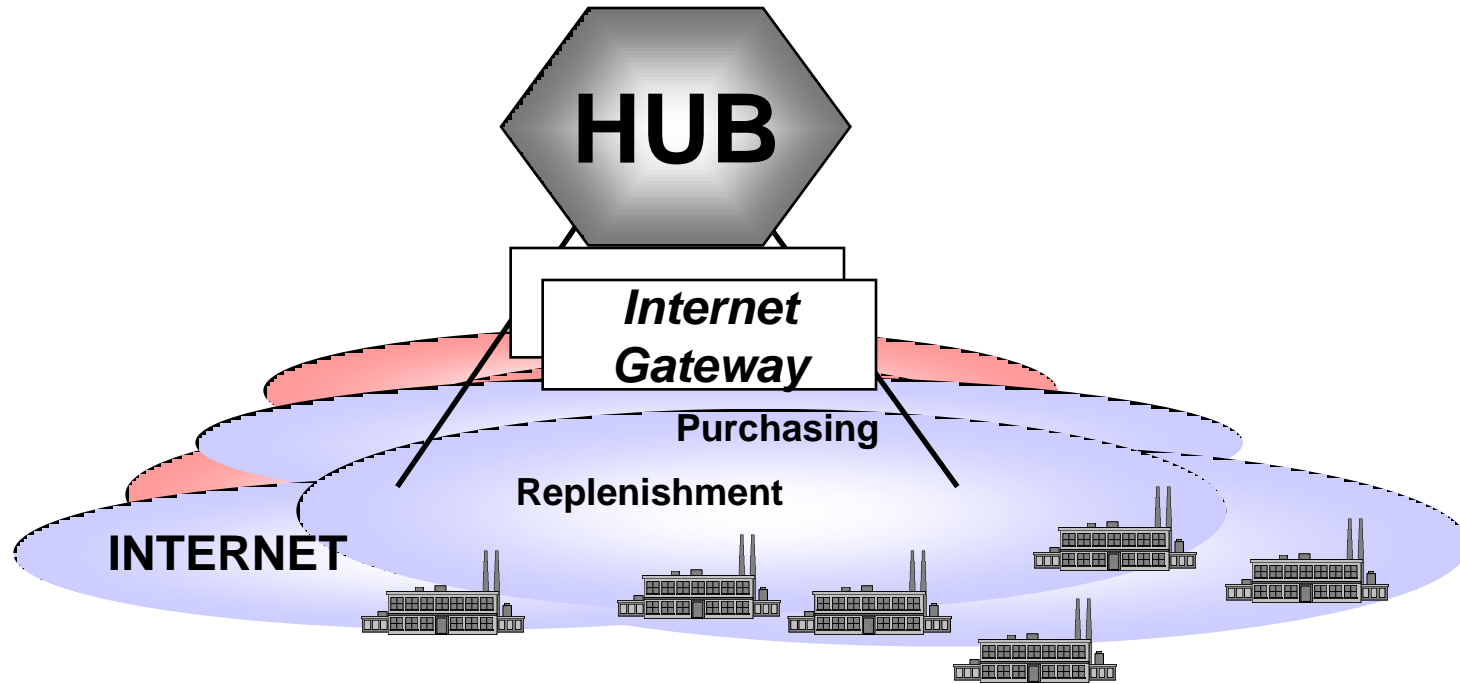
EDI

Expanded Electronic Trading Community

e

Electronic Commerce evolution

to Gateways & Internet EDI...

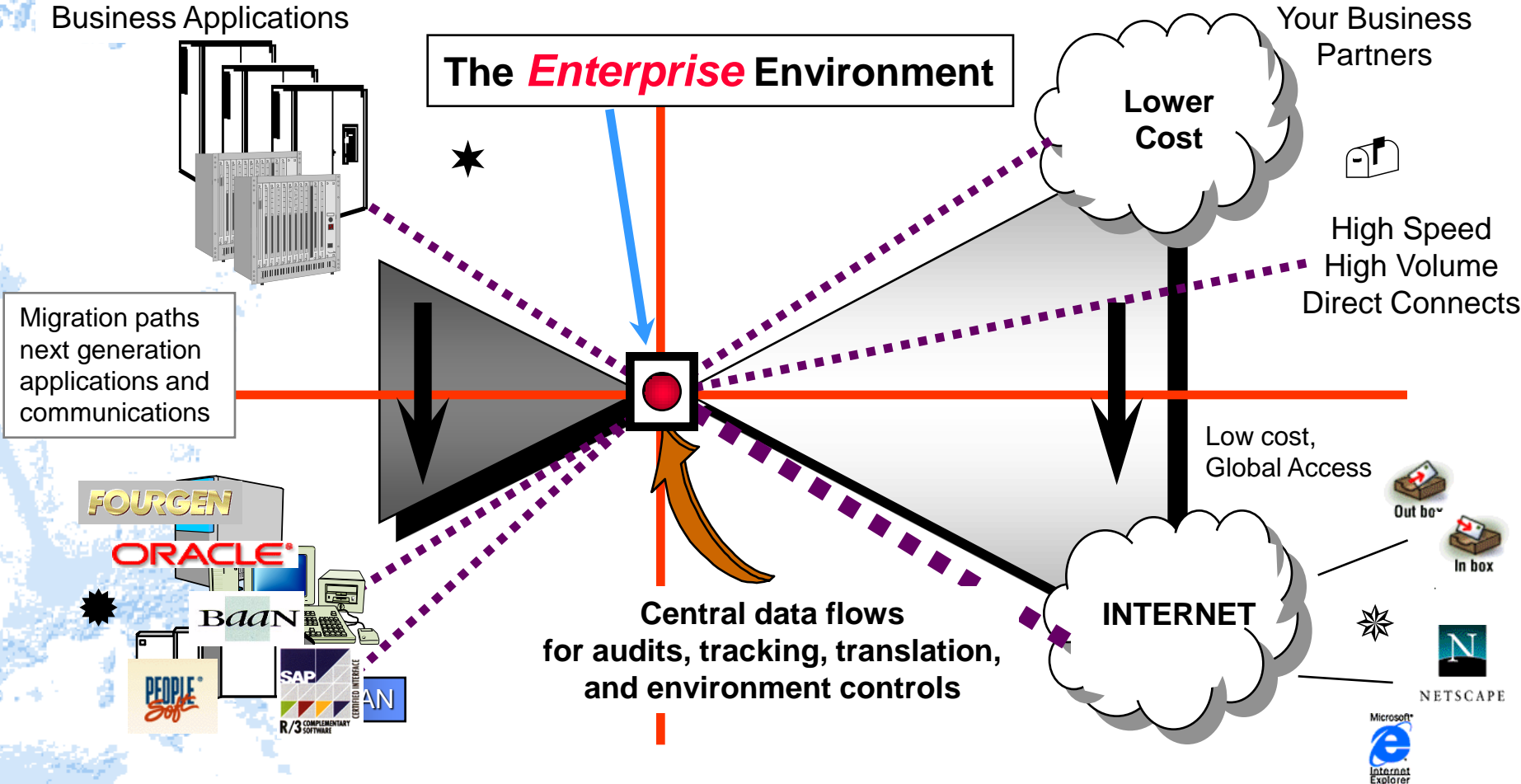


- **Extend the reach to small and remote partners**
 - Browser/HTML based EDI
- **EDI Internet Transport**



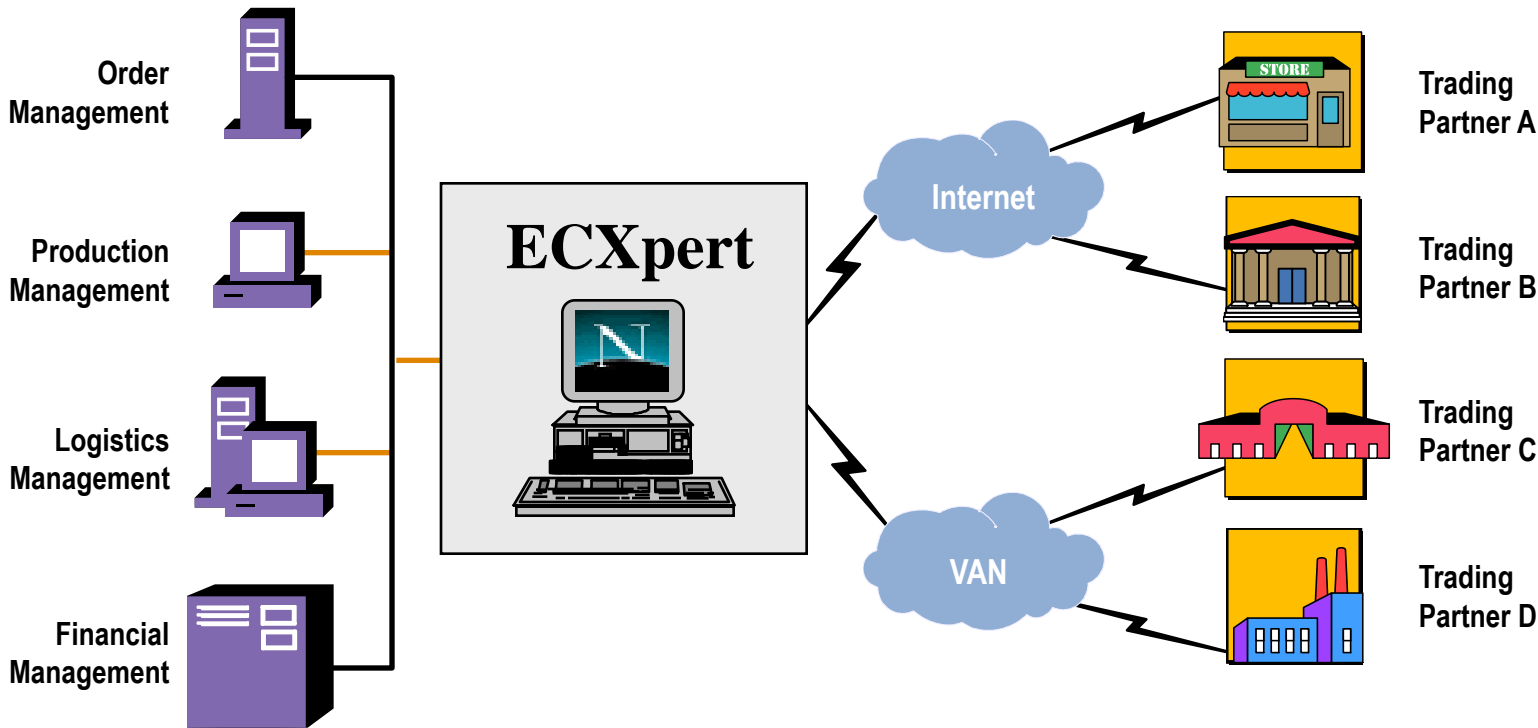
***Gateways -- Enterprise, ECXpert
Services -- TradeWeb***

Enterprise



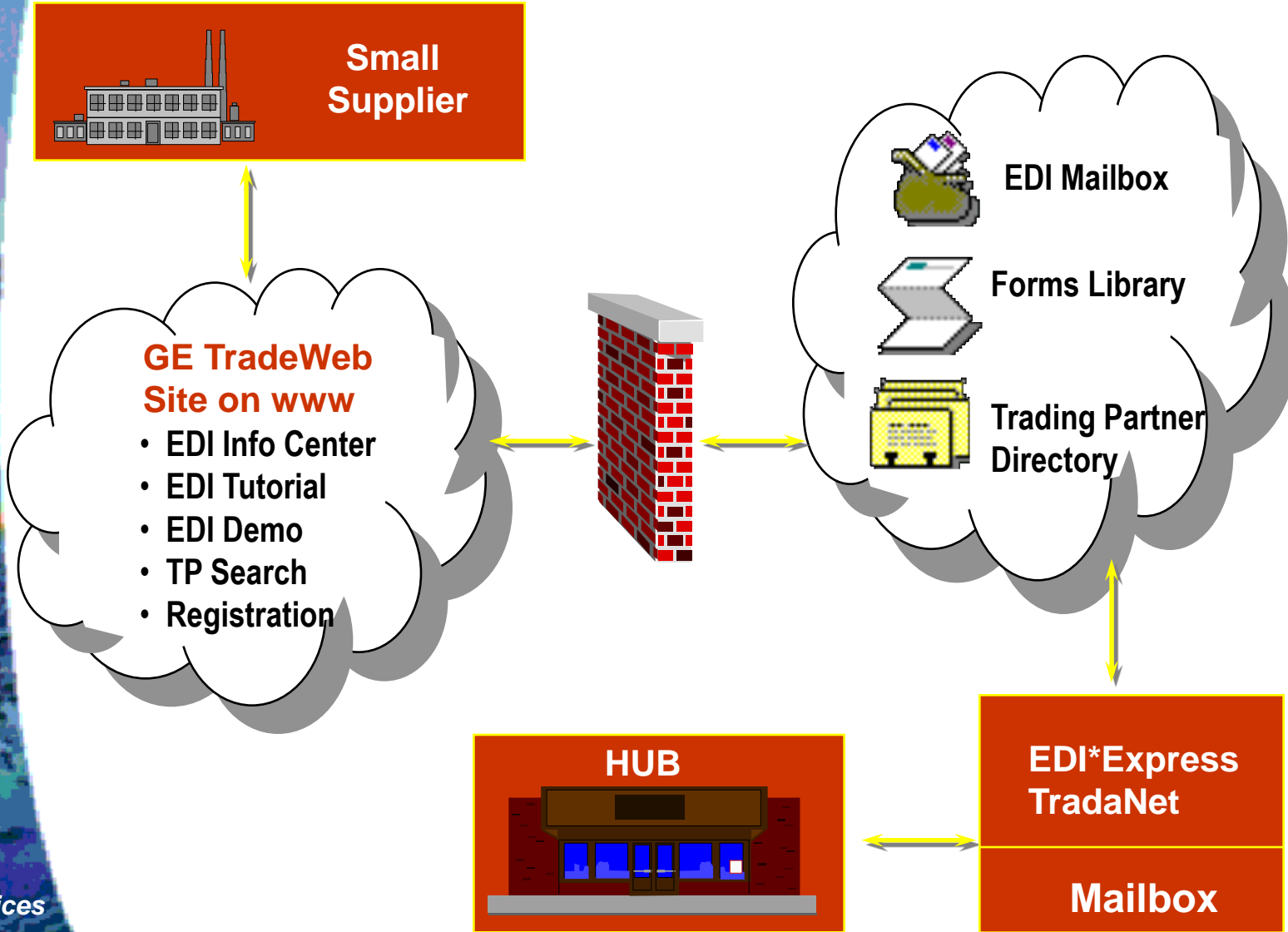
An infrastructure for legacy systems and migration to open technology

ECXpert



The Foundation of an Internet Commerce Infrastructure

GE TradeWeb



GE's EC Strategy: EC Outsourcing



Increased Business Value



EC Outsourcing



Gateways &
Internet EDI



EDI



Expanded Electronic Trading Community

e

EC Service Centre

Facilities Management

- Secured environment (NATO certification)
- Hot Standby backup
- Highly redundant network
- Disaster recovery
- ISO 9002

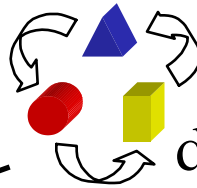
Personnel Services

- Document Mapping
- Community Development
- Consultancy
- Implementation & Support

Service Centre

Customer Applications

Files



EDI

documents

Reporting & Archival Services

- Database Services
- Archive & Recovery
- Off-site storage

Application Support

- SNMP alerts
- ServiceGuard
- Network access
- Document tracking

GEIS

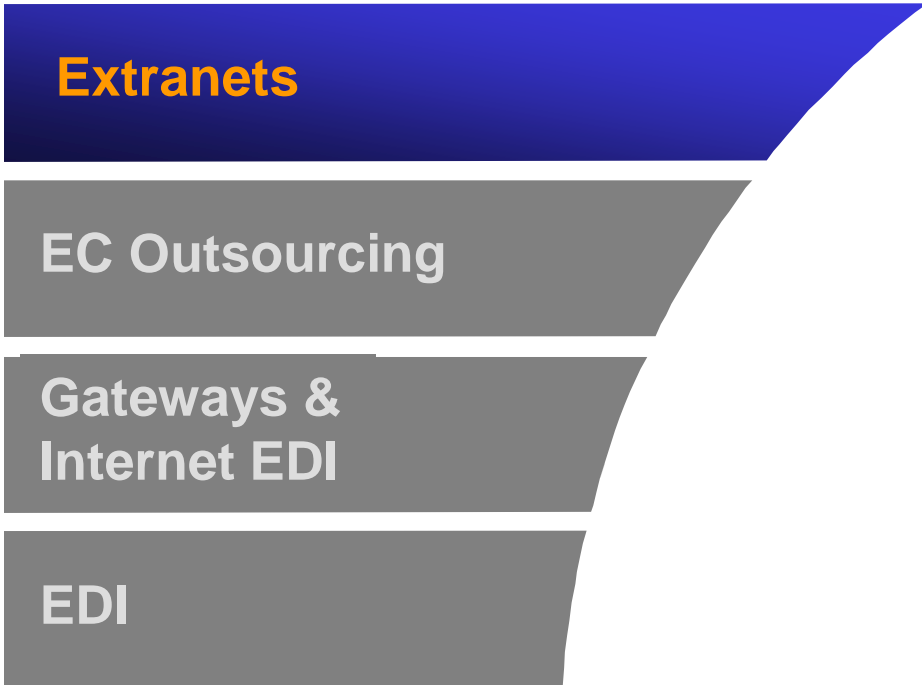
Others

Trading Partners

A managed EDI service

GE's EC Strategy: Extranets

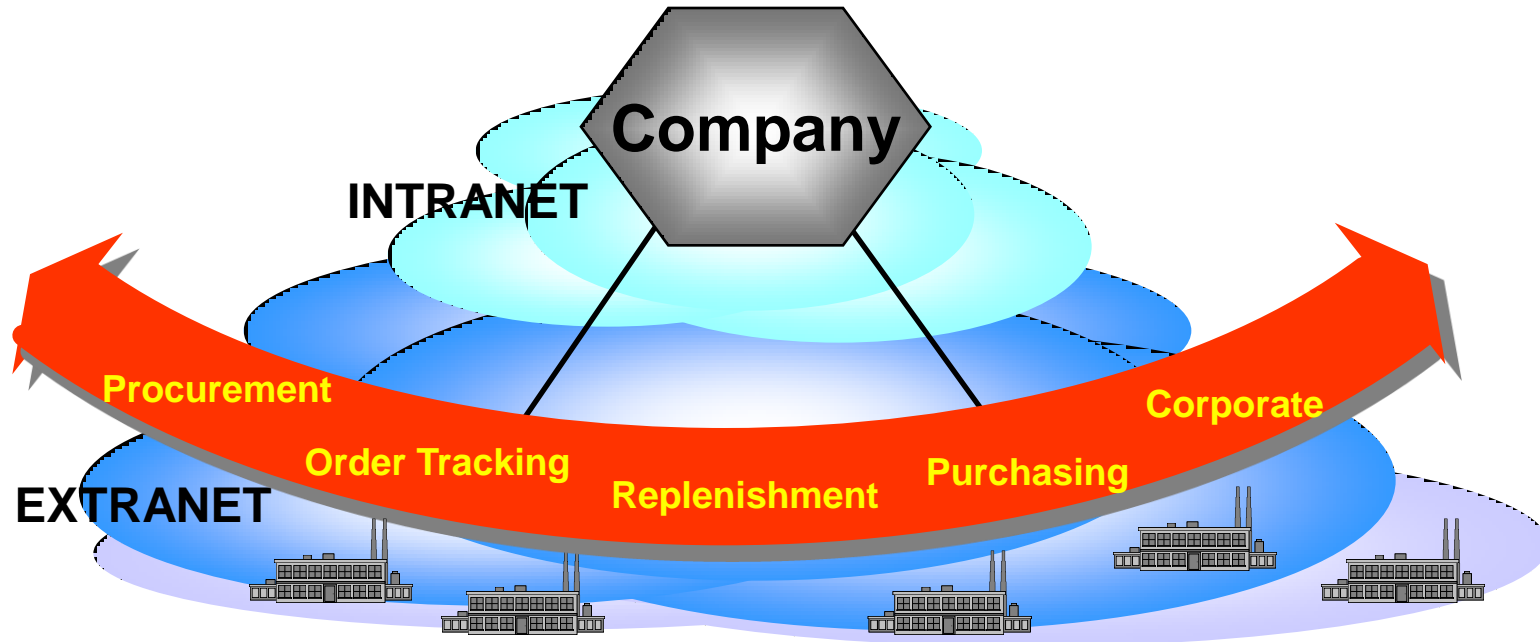
Increased Business Value



Expanded Electronic Trading Community

Electronic Commerce evolution

to Corporate Extranets...

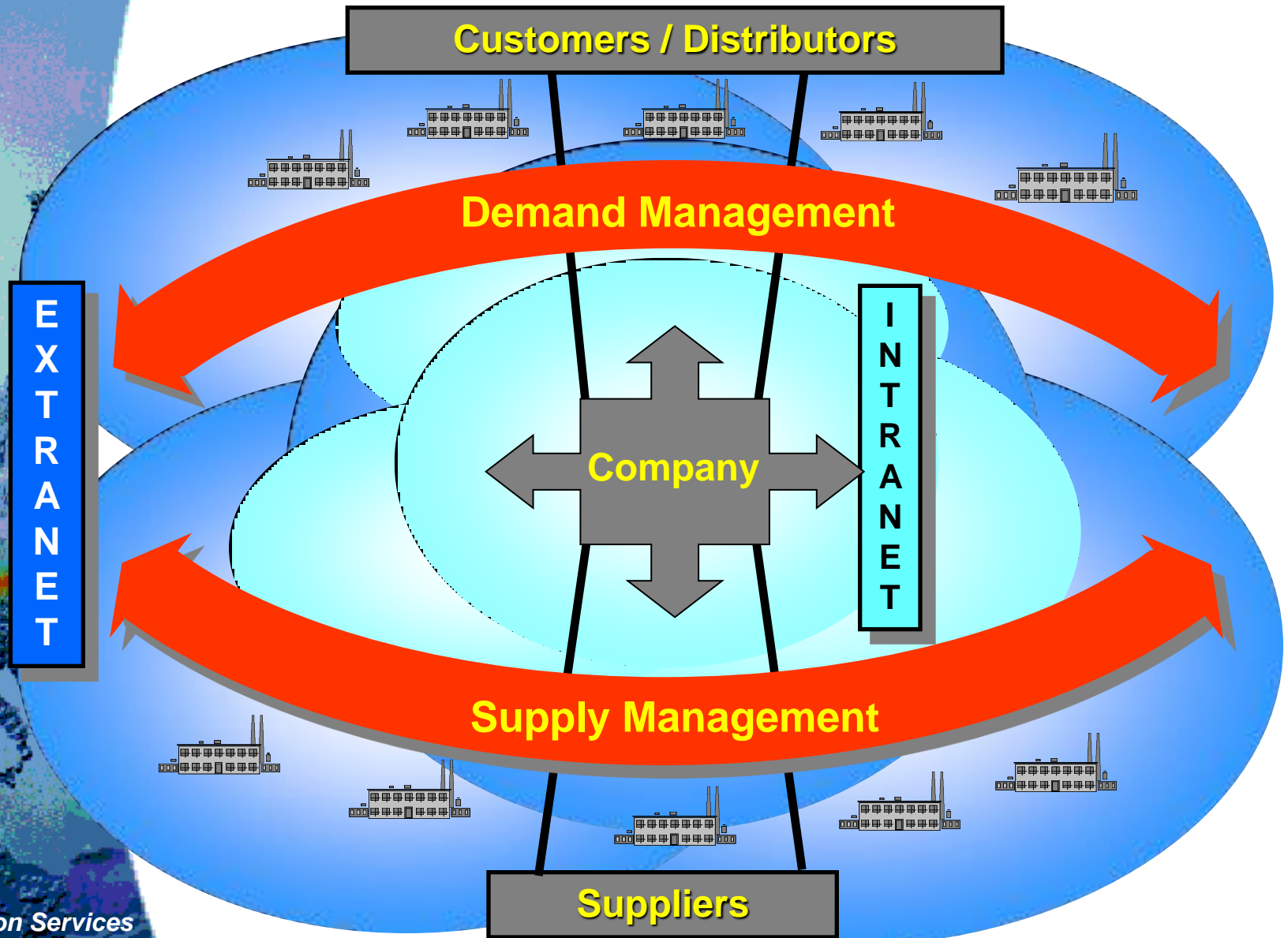


- **On-line, application to user communication**
- **Content rich, unstructured information sharing**
- **Across a wide range of business processes**
 - Many different transactions -- low volume, high value

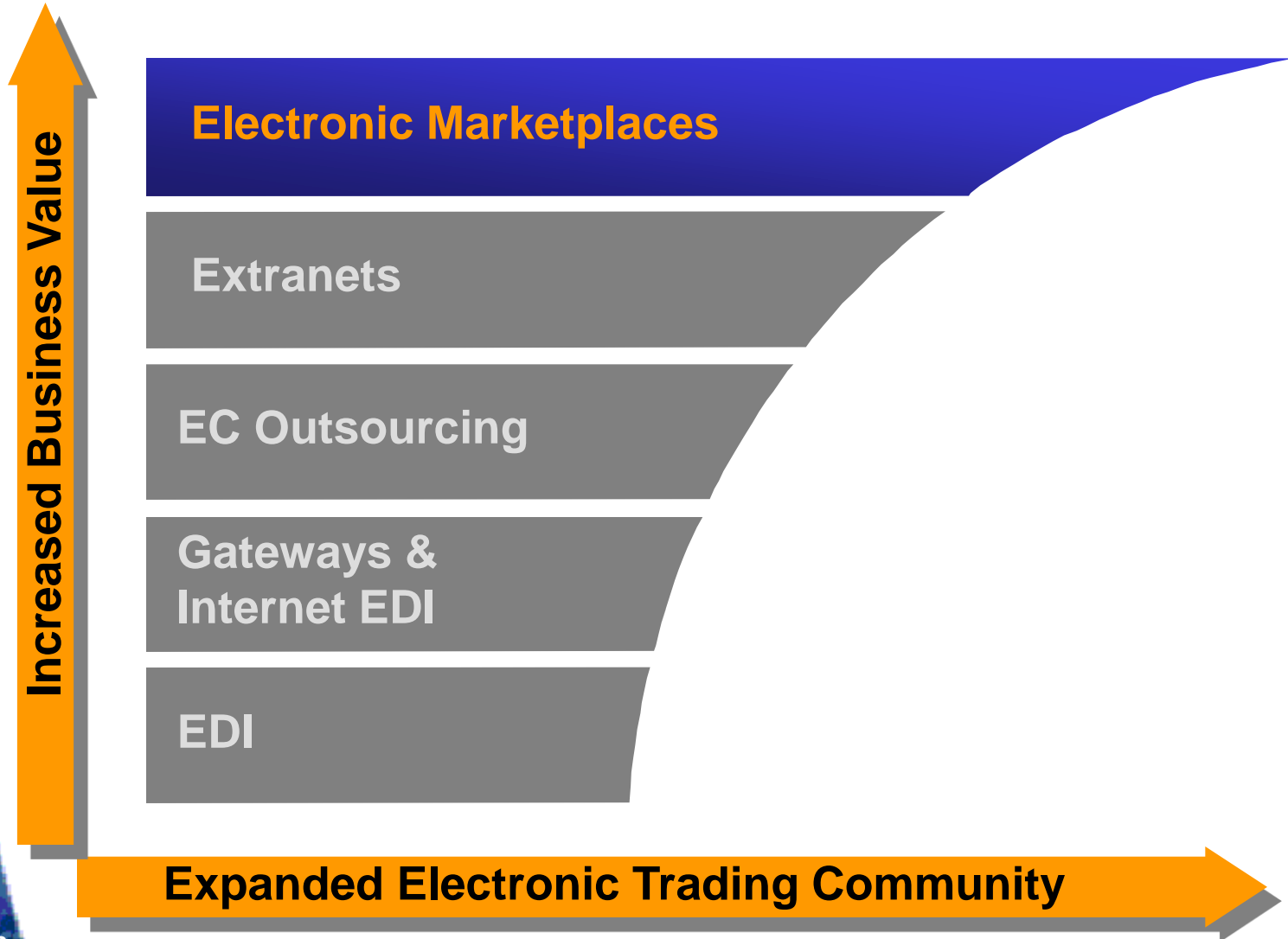


GE InterBusiness Partner & Provider

Corporate Extranets



GE's EC Strategy: Electronic Marketplaces



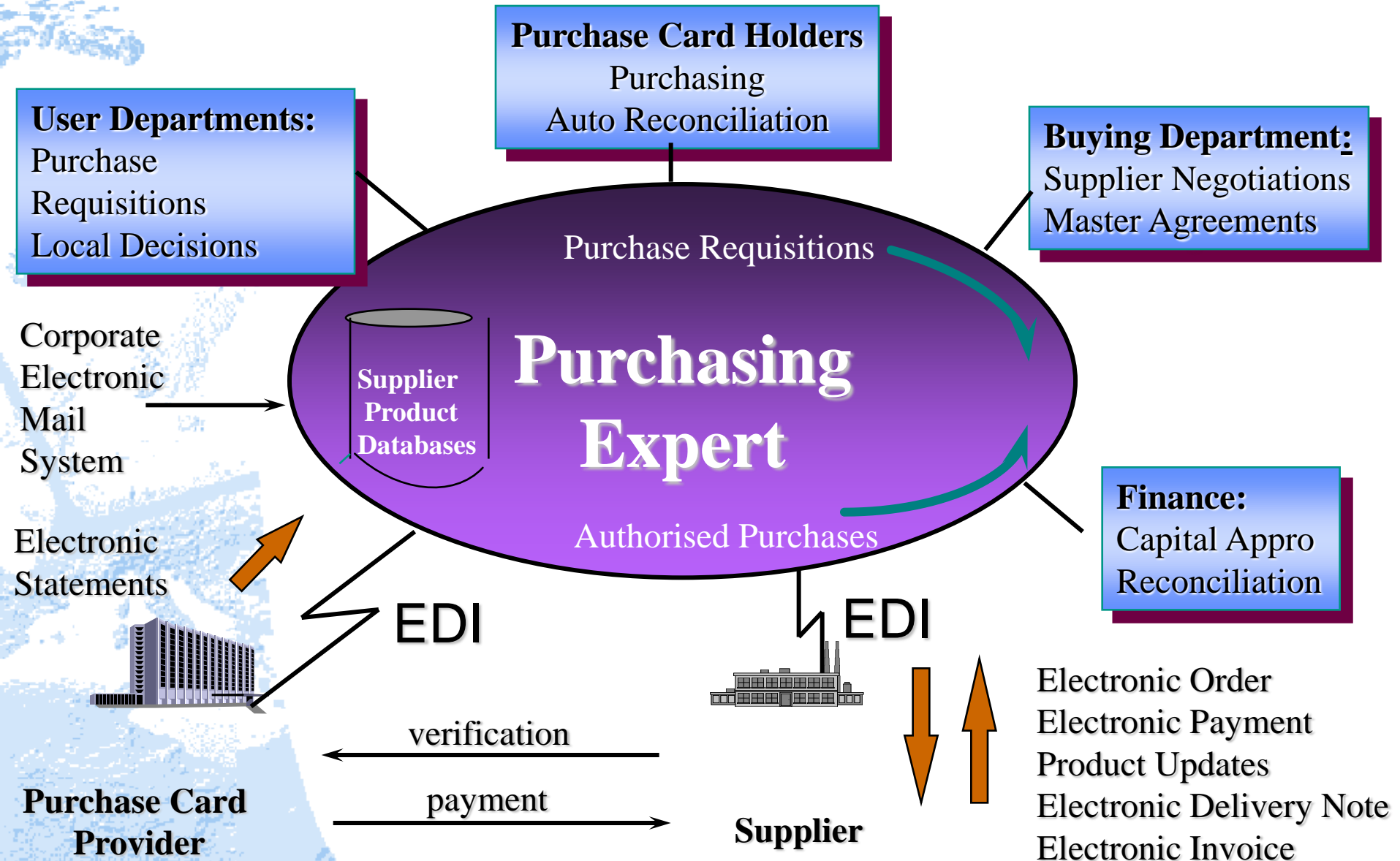
e

Electronic Marketplaces- Service Communities

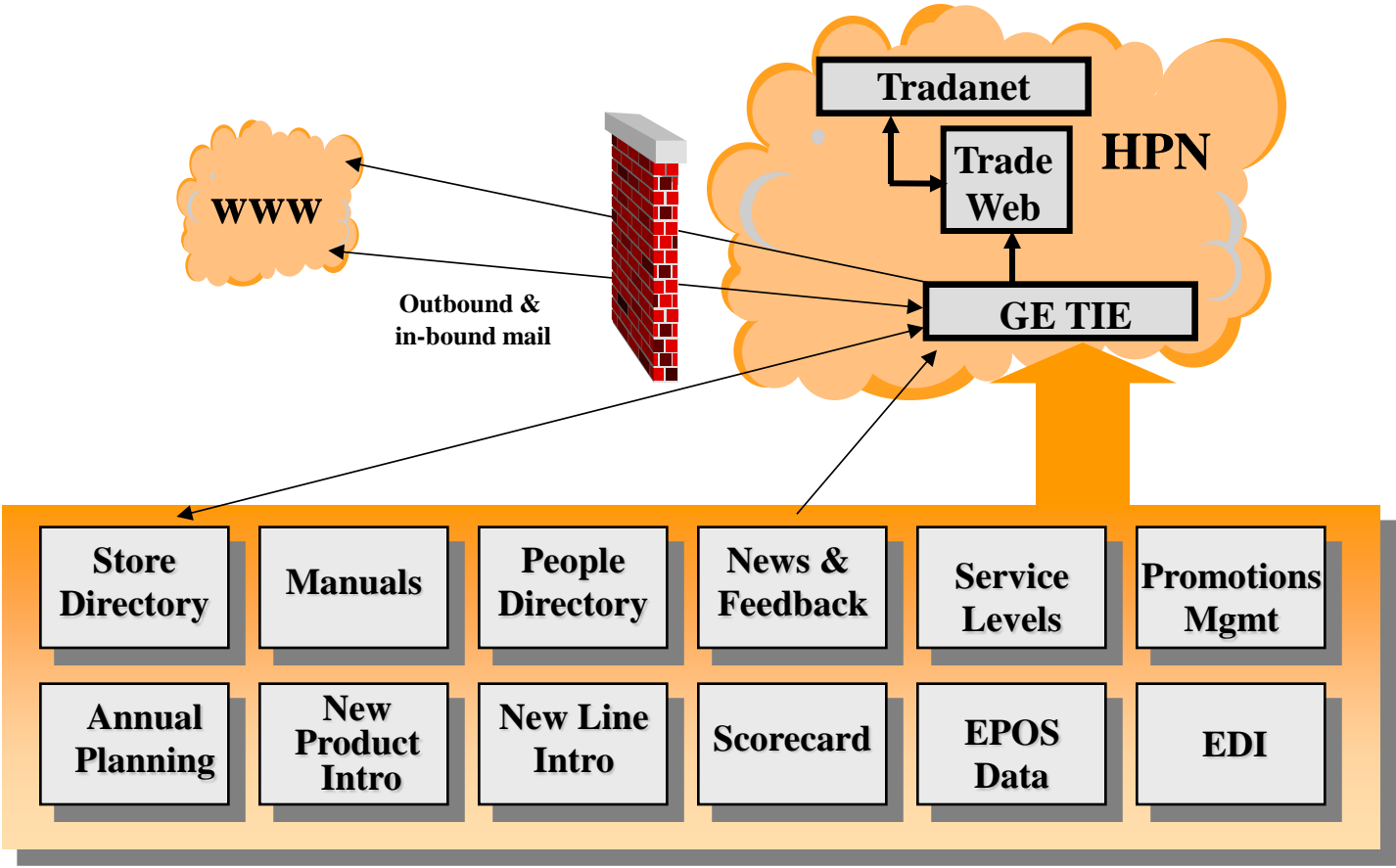
- **Linking trading partners in an open ‘service community’**
 - Service provider establishes communities that individual hubs cannot
 - Service provider sets the ‘trading rules’
- **Value is in the community itself**
 - Creating a critical mass’, ‘drawing power’
- **e.g. Web based procurement and purchasing**



Purchasing Expert



GE Trading Information Exchange



TPN Post - Procurement on the Internet

1 - Supplier Registers for TPN Post

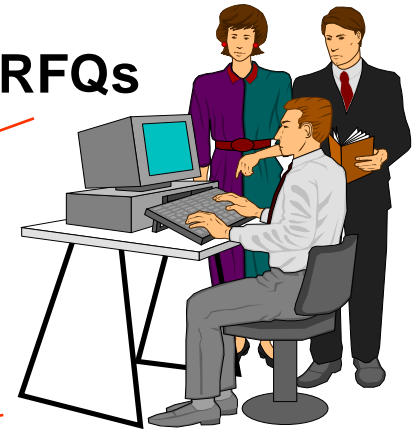
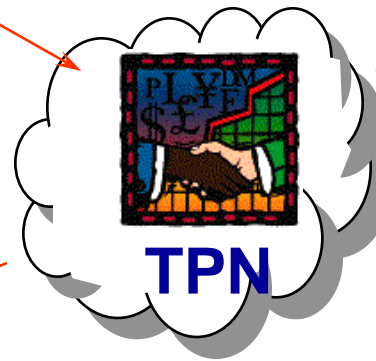
2 - Buyer selects suppliers

3 - Uploads RFQs

4 - Supplier Notified of Bidding

5 - Supplier submits quote

6 - Buyer solicits additional rounds and makes final selection



Supplier

Buyer

Successes with TPN Post

TEXTRON AUTOMOTIVE

- ◆ RFQ cycle time reduced from 7-14 days to 1 hour
- ◆ \$500M procured annually

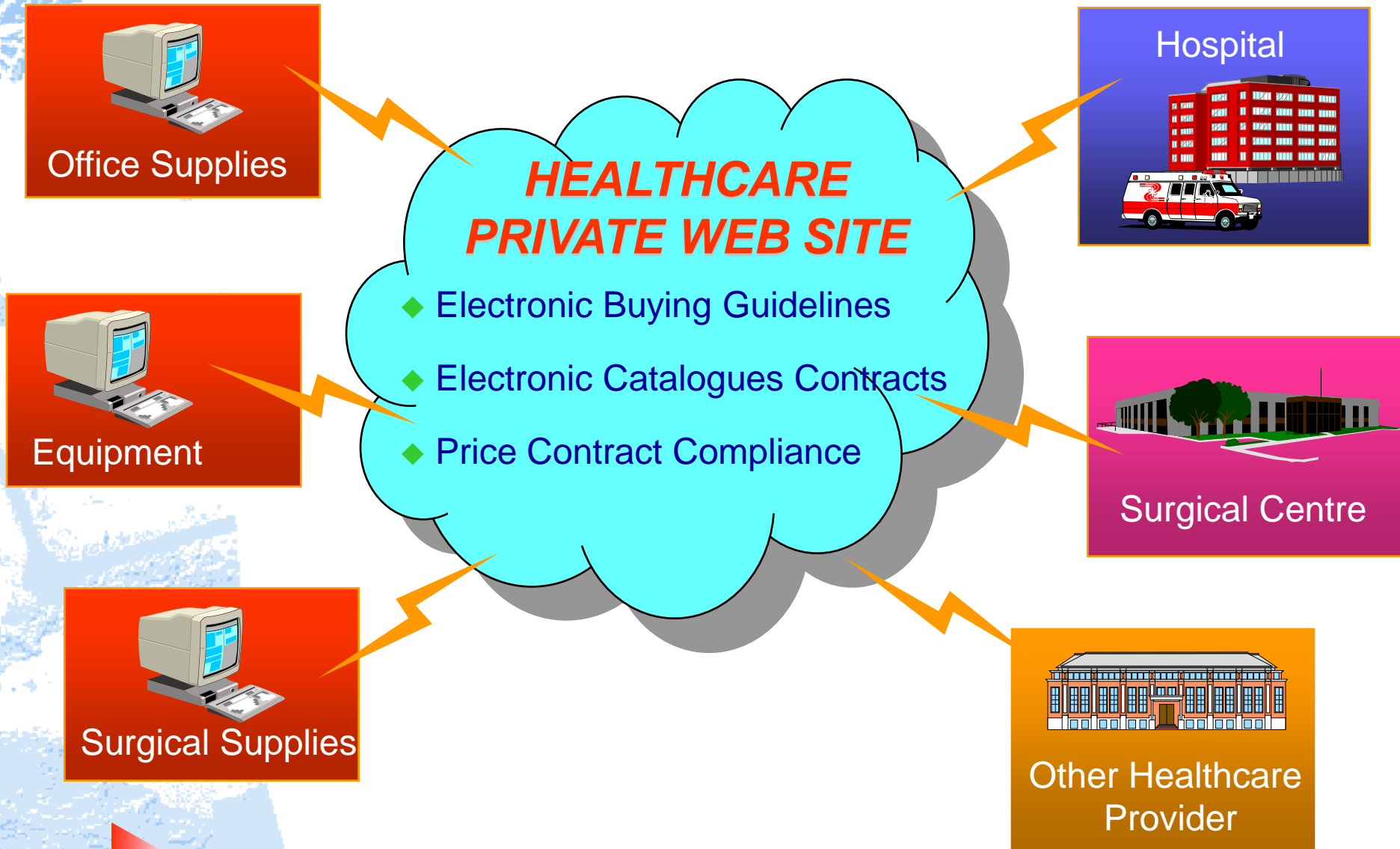
HEWLETT PACKARD

- ◆ Cycle time reduced from 2 months to days
- ◆ Some as short as 2 hours

GENERAL ELECTRIC

- ◆ 50% reduction in cycle time
- ◆ 20% reduction in material costs

Electronic Marketplaces



Potential \$100m savings per year

The Globally Networked Enterprise



Internetworking
the
Global Enterprise!

**Compete in New
and Expanded
Markets**

**Reduce
New Product
Introductions**

**95% of
Trading
Community**

**Record
Productivity
and Quality**

GE's Core Electronic Commerce Portfolio

