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*GE Information Services*

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*We Bring Good Things to  
Life*



# ***GE Information Services***

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## **Global Leader in EDI Services**

- Number one in U.S. and Europe
- Number two in Asia/Pacific

## **Local Presence in 42 Countries**

- More than 30 years of experience

## **Number One in Electronic Commerce Services**

- World's largest electronic trading community
- One of 12 key businesses of GE

# *The General Electric Company*

**GE Lighting**  
**GE Appliances**  
**GE Motors**  
**GE Power Systems**  
**GE ED&C**  
**GE Transportation Systems**

**Core  
Products**

**GE Information Services**  
**NBC**  
**GE Capital**

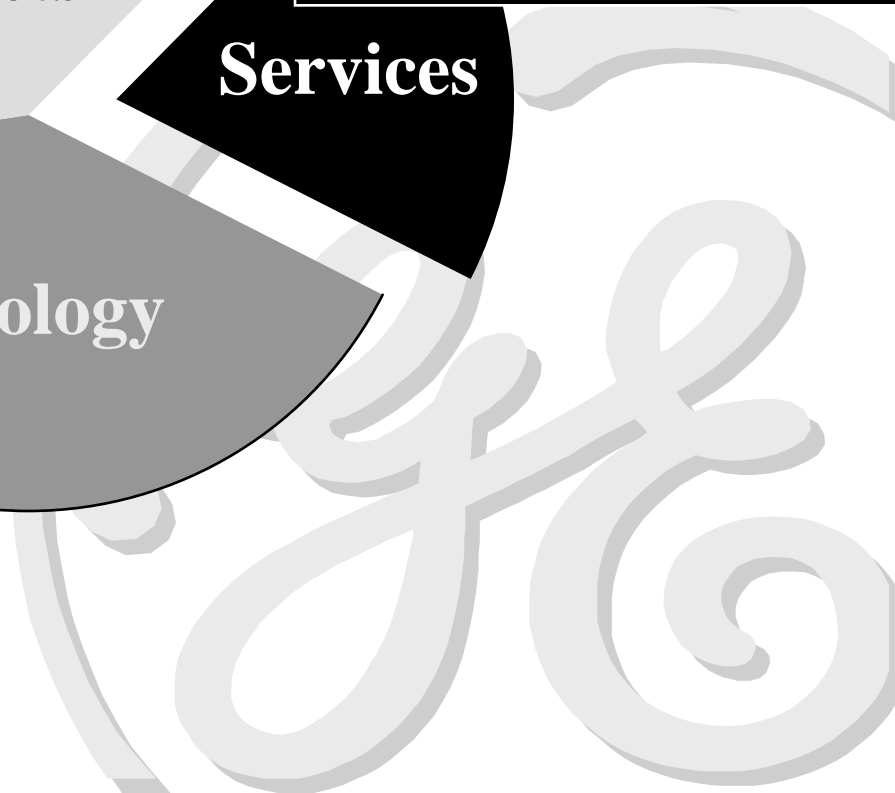
**Services**

**GE Aircraft Engines**  
**GE Plastics**  
**GE Medical Systems**

**Technology**



***A \$79 Billion Growth Company***



# ***The GE Advantage***

## **STRATEGIC INVESTMENTS**

- Strategic Acquisitions
- Strategic Partnerships

## **GE TEAM WORK**

- Diverse Industry Expertise
- Rich Testbed for New Products

## **GE BEST PRACTICES**

- Sourcing & Supplier Management
- GE Tool Kit
- Management Practices

## **SIX SIGMA**

- Unmatched Quality



***GE - Constantly Looking for New Ways to Improve!***

# ***GE Information Services Mission***

*“To increase our customers’ productivity, quality, and growth through the technology of electronic commerce, the tools of inter-business process consulting, and the ideas of our employees.”*

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# *Historical Perspective*

**`90s**

## **Supply Chain Solutions**

- Internet-based Services
- Supply Chain Management

**`80s**

## **Desk Top Computing Revolution**

- Business Applications
- Electronic Commerce Services

**`70s**

## **Global Networking and Beginning of EDI**

- Created World's Largest Computer Network

**`60s**

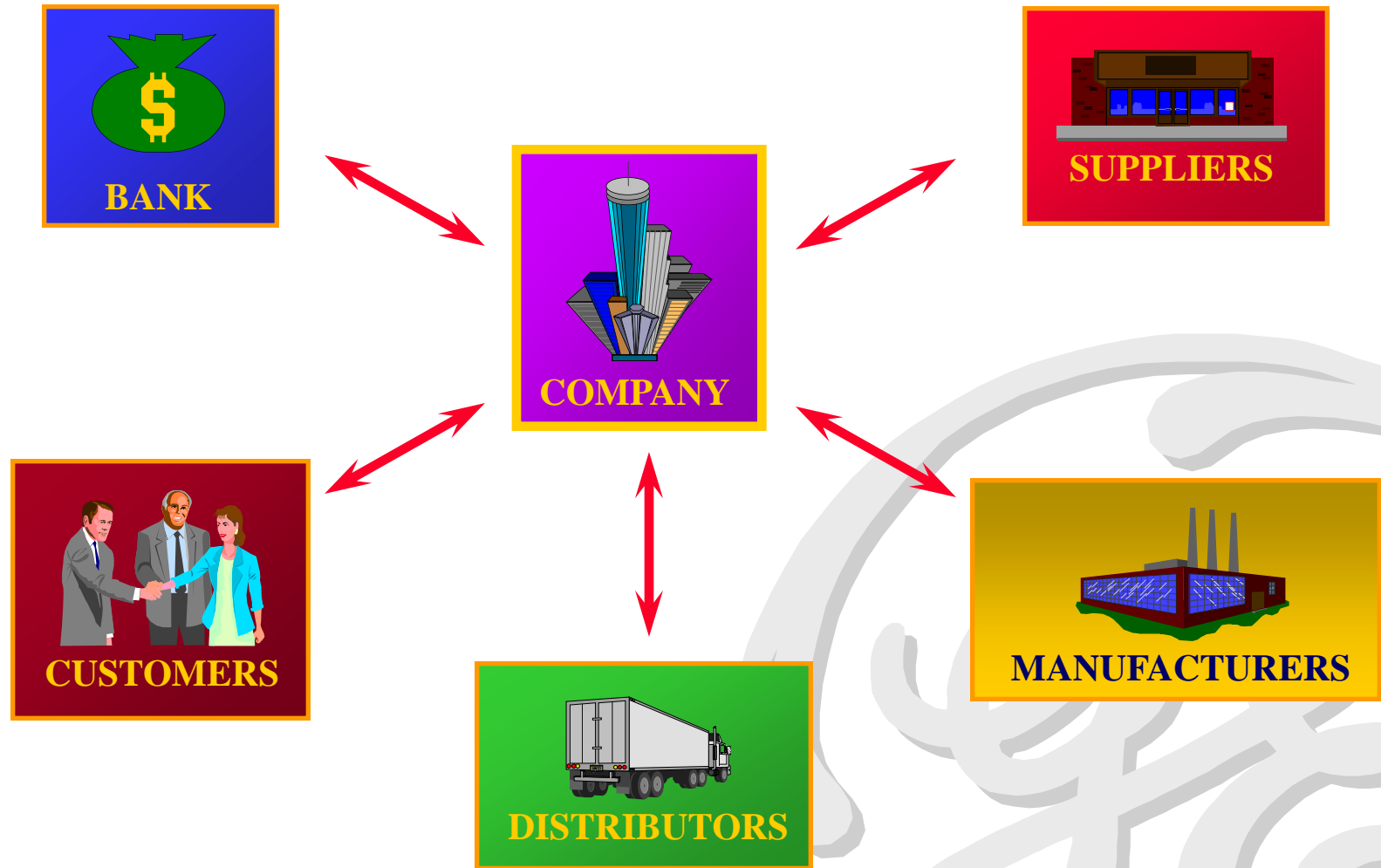
## **GE Founded the Computer Services Unit**

- Invented the "Basic" Language with Dartmouth
- Time Sharing of Main Frames



***Strong Heritage of Providing Valued Services***

# *What We Do for a Living*



***Link Companies with Trading Partners to Increase Productivity, Improve Quality, and Reduce Costs***

# How We Do It



## EDI-based Business Documents

- POs
- Invoices
- Advance Ship Notices
- Bills of Lading

## Value Added Services

- 24X7 Customer Support
- Quality

## Electronic Messaging Applications

- Channel Management
- Trading Community Management
- Electronic Bid Boards

## Community Management

- International Ramp
- Day-to-Day Management
- Inter-business Consulting

## Information Management

- Database Management
- Electronic Bulletin Boards

## Supply Chain

- Streamline Processes from Cradle to Grave

## Internet-based Solutions

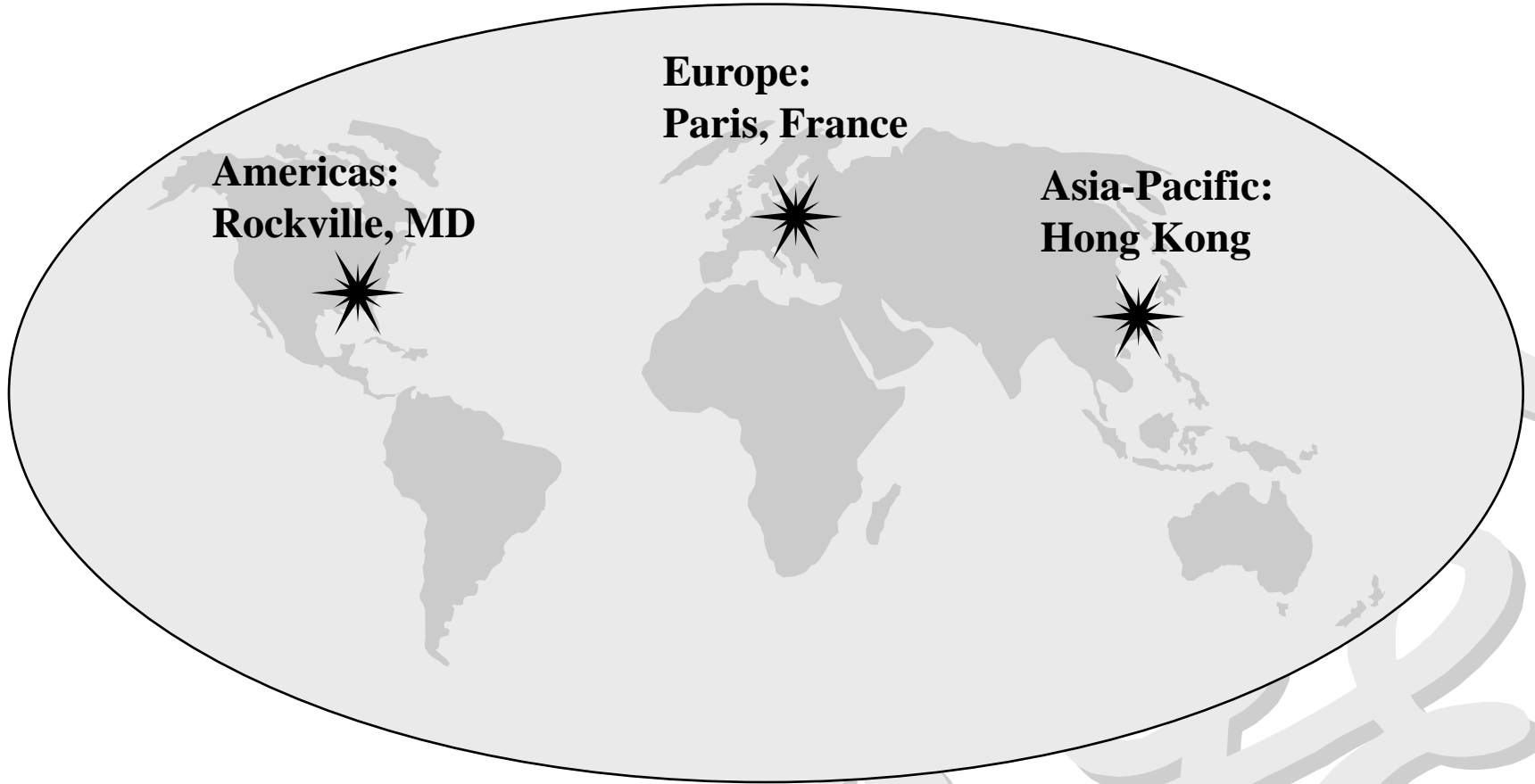
- Consulting & Systems Integration
- Link Legacy Systems with Web



# ***Global Support***

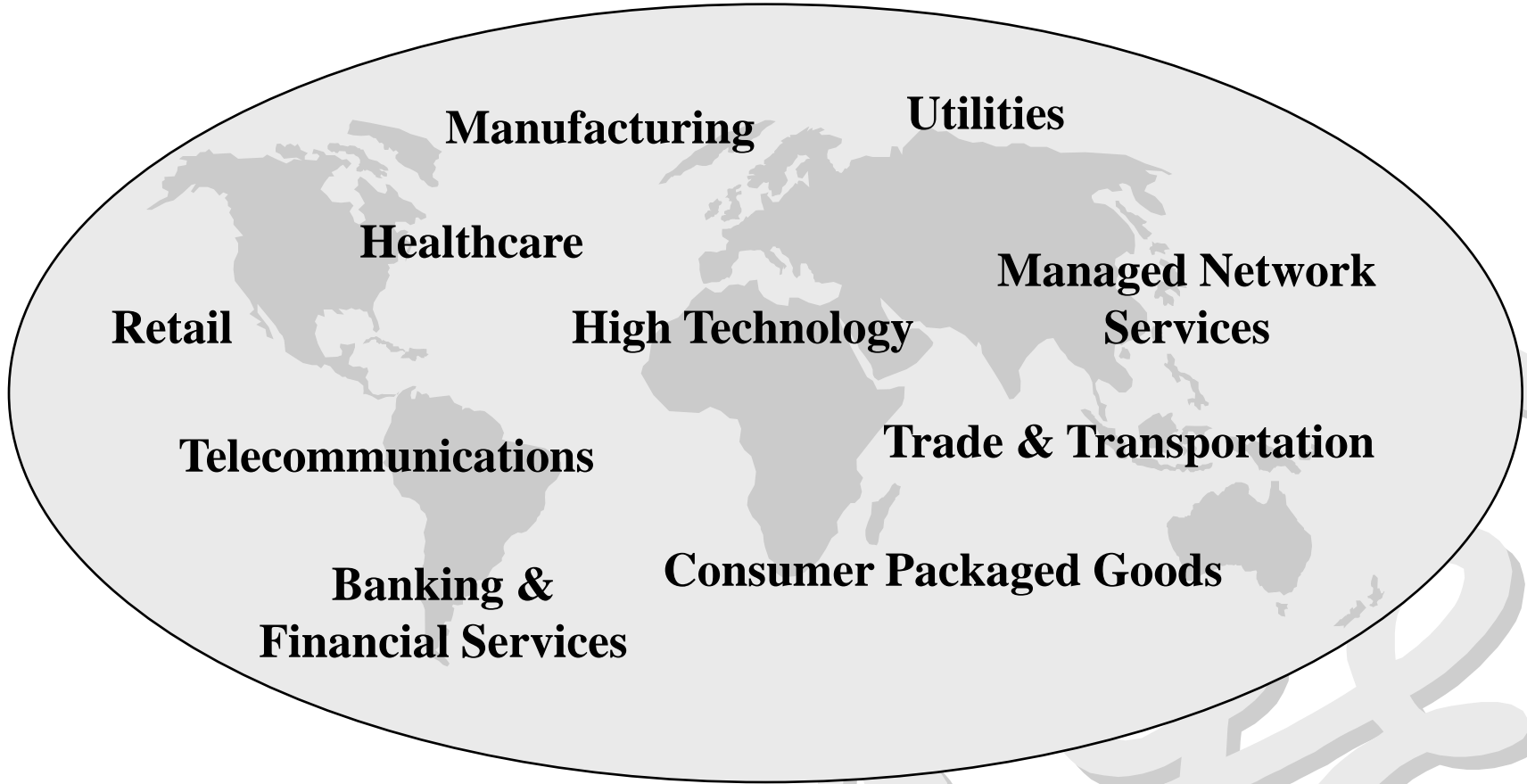
- ◆ **Global network access from 750 cities in 42 countries**
- ◆ **Public data network access in another 75 countries**
- ◆ **Super Centers in Rockville, MD; Cleveland, OH; Amstelveen, Netherlands**
- ◆ **Local expertise and in-country presence in 42 countries**

# ***Global Support***



***Creating Solutions for Global Customers***

# ***Global Support***



***Creating Solutions for Global Customers***

# Supply Chain Vision

**Identify  
Suppliers**

**Buyer Pays  
Supplier**

**RFQs &  
Negotiations**

**All Parties  
Manage Finances**

**Buyer  
Places Order**

**Buyer Receives & Supplier  
Tracks Inventory**

**Supplier  
Receives Order**

**Carrier Transports  
Shipment**

**Supplier Prepares Shipment  
and Selects Carrier**

- ◆ *Reduce cycle times*
- ◆ *Reduce costs*

- ◆ *Improve quality*
- ◆ *Expand market share*

# ***Supply Chain Solutions***

- ◆ **Network-based solutions to increase productivity throughout the supply chain**
- ◆ **Combine electronic commerce services with**
  - Inter-business consulting
  - Community ramp and management
  - Systems integration
  - 24 x 7 customer support



***Comprehensive Solutions to Increase Customer Productivity and Improve their Growth***

# Supply Chain Solutions

- ☰ **Purchasing and ordering**
- ☰ **Supplier management**
- ☰ **Electronic product catalogs**
- ☰ **Payments**

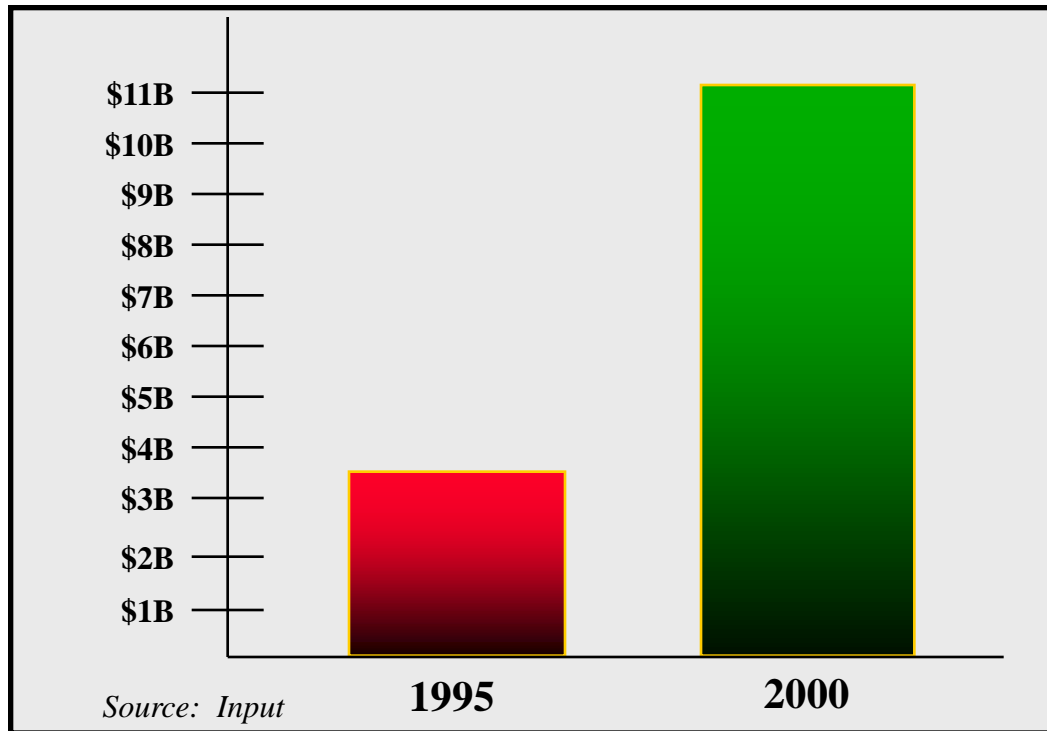
- *Hewlett Packard* = reduced cycle time from 2 months to 2 days and as little as 2 hours
- *GE Lighting* = reduced cycle times from 10 days to 2 days; decreased costs significantly

- ☰ **Advance ship notices**
- ☰ **Speed goods to showroom floor**
- ☰ **Point of sale data collection**

- *Dayton-Hudson* = reduced cycle time from 3 days to 3 hours; up to 98% in-stock position
- *Tesco* = tripled inventory turns; halved warehouse space needs

# The EC Products & Services Market

- ◆ 1995: \$3.4B, 99.9% over VANs
- ◆ 2000: \$11.5B, 50% over VANs & 50% over Internet



***Dramatic Growth Opportunities for both Traditional ECS and Internet-based ECS***

# ***Internet Strategy***

- ◆ **Internet is excellent alternative channel for EC**
  - ◆ **Target 1.9 million companies not using EDI/ECS**
  - ◆ **Expand community management trading relationships**
  - ◆ **Provide total network-based solution**
- 



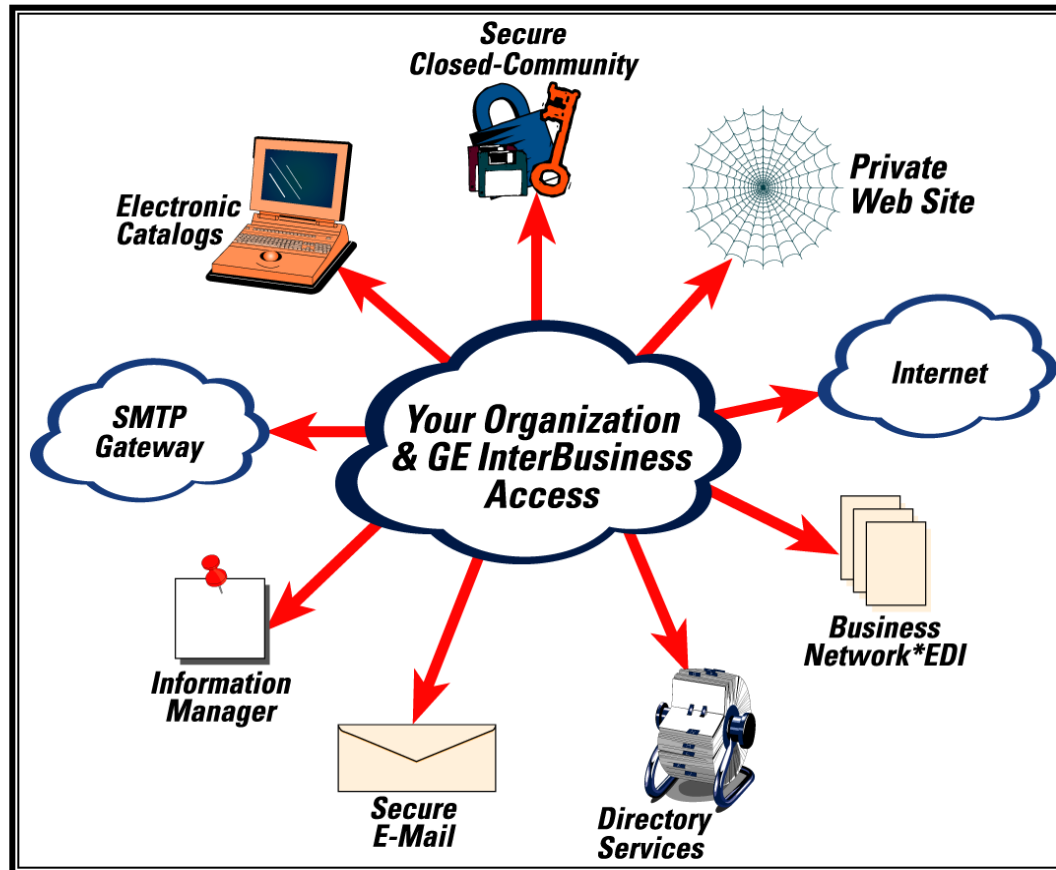
***The Internet Offers an Unprecedented Opportunity to Grow ECS Community***



# GE Internet Approach

## Step 1: Extend the Reach of the VAN via Internet

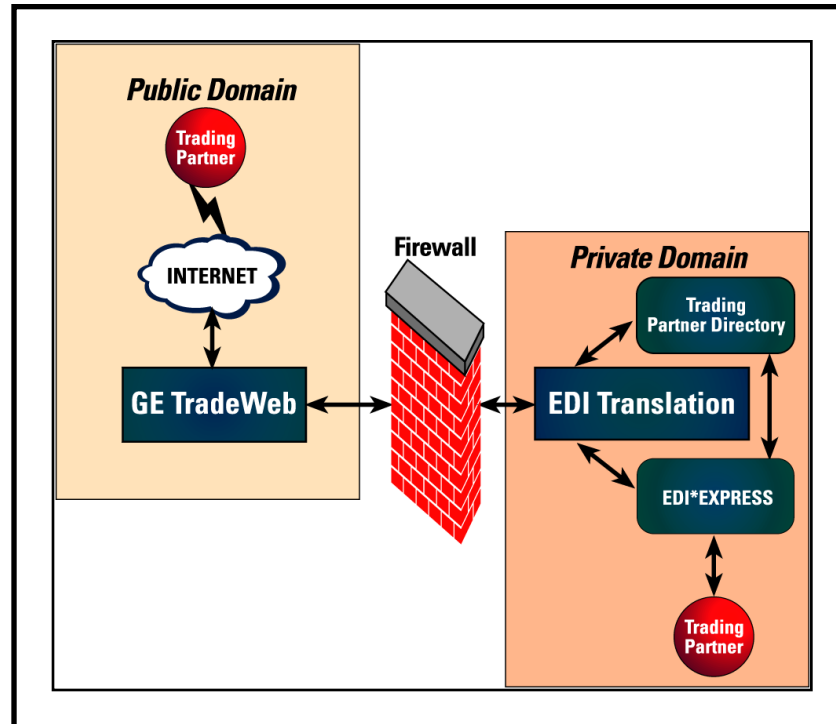
- GE InterBusiness™ Access = secure Internet access to ECS applications



# GE Internet Approach

## Step 2: Extend EDI Community and VAN via Internet

- GE TradeWeb™ = forms-based EDI over Internet for second and third tier trading partners



# ***GE Internet Approach***

## **Step 3: Build Business-to-Business ECS Solutions Over the Internet**



***Promote Open Standards for Internet-based Commerce***

# ***GE Internet Approach***

## **Step 4: Create Transactional Communities**

### GE Trading Process Network (GE TPN™)

- Web-based procurement solution

### GE InterBusiness Partner

- Extend enterprise systems to trading partners
- Tie partners into back-end legacy systems

### Enterprise Commerce<sup>SM</sup>

- Extend enterprise systems to trading partners
- Teaming with Netscape for comprehensive extranet solutions



# ***Market Leadership***

## ***Industry Trends\****

- **ECS expanding beyond POs and invoices**
- **ECS targeting small companies**
- **ECS incorporating Internet**
- **ECS integrating multimedia and other emerging technologies**

*\*Source: IDC & Forrester*

## ***GE's Leadership***

- **Supply Chain Management Services**
- **GE InterBusiness Access, GE TradeWeb, GE TPN**
- **Internet Consulting & Services, Actra, GE TPN, GE TradeWeb, InterBusiness family**
- **GE TPN, GE InterBusiness Partner**



***GE is Driving the Marketplace***

# ***What Industry Watchers Say***

**“GEIS has jumped ahead of such companies as IBM, Microsoft, and Netscape to lead the race into business-to-business Internet commerce.”**

***Forbes Magazine, March 1997***

**“GEIS is moving quickly to broaden its beachhead on the Internet.”**

***Fortune Magazine, July 1997***

**GE TPN rated #3 commerce site on the Web.**

***PC Week Magazine, January 1997***

**“GE clearly aims to be a major E-commerce player.”**

***Information Week Magazine  
January 1997***

**GE Information Services and Netscape are the “Dynamic Duo of E-Commerce.”**

***Forrester Research, April 1996***

# ***Why GE Information Services***



**World's Largest  
Electronic Trading  
Community**

**Electronic Data  
Interchange**

**Supply Chain  
Solutions**

**Internet/Intranet**

**InterBusiness  
Consulting**

**35 Years  
Experience**

**GE Best Practices**

**Six Sigma Quality**

**International  
Presence**

**Global Network**  
**24 X 7  
Customer Support**

**Dedicated  
End User  
Support**

**Community  
Management**

**Systems  
Integration**

*Electrifying the World ... Again*

