

InSight

Remote Monitoring Performance – A Discussion in Question & Answer Format

Customers' frequently asked questions (FAQs) and responses are presented below, grouped by the following categories:

- Functionality
- Technical Requirements
- Security
- Support
- Commercial Terms

Your local GE Water & Process Technologies professional can further help you with these topics, as well as any others not covered here.

Functionality

What is InSight?

InSight is a monitoring and diagnostics system that enables effective management of overall plant water and process systems performance through remote data acquisition and analysis. The reporting allows plant personnel and GE service teams to focus on maximizing energy efficiency, production throughput, and equipment life expectancy with minimal personnel time.

What makes InSight different than other process control software?

InSight provides the user the ability to input and evaluate data from multiple sources. Water treatment controllers provide immediate information and short-term data storage that is excellent for immediate issue response. InSight provides the ability to analyze and store multiple sources of data over a long period of time to evaluate trends and system interactions.

How is the scorecard determined?

InSight Performance Scorecards are developed based on your business and technical priorities that are critical to quality, through consultation with your local GE representative. Your emphasis on production throughput, efficiency, cost, capital preservation, etc. are the basis of weighing the Key Performance Indicators (KPIs) selected. As a result, the calculated "score" reflects performance versus your goals.

Is there any limit on what is monitored in InSight?

No. There are no unreasonable constraints in this regard at present.

Does InSight provide 24x7 coverage?

Access to the information in InSight is available 24x7. The data in InSight is as current as you determine the frequency of data collection to be, manual and/or automated.

What is the benefit of being web-enabled?

Being web-enabled has very distinct advantages. First, since user interface software does not reside on a local personal computer, the support and upgrade of the system is easier and more efficient. In addition, customer concerns for security and stability of their plant data and IT infrastructure are alleviated by not having proprietary external software resident on company networks. InSight makes access to your data easy and efficient for your designated personnel from any remote location, within your plant or across the globe 24x7. You can quickly



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generate reports and charts whenever needed with the most current data ... and fast.

How scaleable is InSight for my plant site?

Completely. There are no practical limitations at present.

How scaleable is InSight across multiple plants in my company?

Completely. InSight can be expanded to as many plant sites as your company desires.

How scaleable is InSight across geography?

Completely. Being web-enabled, InSight makes access to your data easy and efficient for the personnel you designate from any remote location, within your plant or across the globe.

Is InSight available in languages other than English?

At present, no, but a subsequent 2007 release will include multi-language capabilities.

Who sets up and configures InSight?

InSight was designed to be "intuitive" in its features and functionality. For most installations, InSight can easily be configured by your local GE representative in collaboration with you. This activity is covered by your one-time set-up fee, which also includes additional InSight configuration support services if required.

What email service does InSight work with?

Currently, InSight functions with Microsoft® Outlook.

Is there any method to upload the data if my email service is not MS Outlook?

Yes. You can upload your data by using the web upload method anytime.

How frequently will our personnel receive reports and alarms?

You define the configuration, designated recipients, and delivery frequency of automated reports and alarms. Frequency will be self-determined based on your needs, roles and responsibilities, and practical considerations.

I am currently a GE InfoCalc* data management software user. Do I still need InfoCalc? Can I continue to use it with InSight?

InfoCalc is not required to utilize InSight. However, if you choose, off-line InfoCalc data can be uploaded into InSight so as to maintain your current data collection processes.

How does InSight connect with my plant Distributed Control System (DCS)?

Your plant DCS can be easily configured to email data, that you select, in a CSV data file format. Upon receipt into an InSight mailbox, that email is opened, validated, and uploaded to InSight within minutes.

What are "supported controllers?"

"Supported controllers" are those that InSight can call and extract data directly. Presently, supported controllers include GE's patented Pacesetter* Platinum system, as well as AquaTrac* and Walchem*. The data from other plant controllers can be accessed by InSight via your plant DCS or manually uploaded in a simple table.

How often does InSight call a supported controller?

Standard call frequency is 1X/day, at your designated time of day. Increased call frequency is available on a subscription basis per the pricing schedule.

Does InSight interface with GE water treatment equipment systems such as RO machines, MBRs, EDR/EDI, etc.?

Any piece of equipment that has sensors with electronic outputs and is connected to (i) the plant DCS system, or (ii) has its own a data acquisition device, that data can be sent to or polled by InSight. GE water treatment equipment systems have the capabilities to interface with InSight.

Do GE people monitor my system remotely?

Your local GE service team is the primary viewer of your data, and they do so to maximize performance of your systems. Additional support personnel at the headquarters level can be given access to help support service efforts, resolve problems, etc.

Is InSight available in a desktop version (i.e., non-web)?

No.

Can InSight perform calculations with the data it collects?

Calculation capability is resident in InSight, with expanded capabilities coming in subsequent versions.

How much data can InSight take?

There really are no practical limitations for InSight to be able to accommodate large volumes of data.

Technical Requirements

Do I need an Internet connection to utilize InSight?

Data can flow into InSight through a variety of means, both manual and automated. Likewise, actionable information is deliverable to various user groups also via multiple means. Not all users need direct Internet access to engage with InSight. However, access to email or the Internet is required for users, depending upon their role in the utilization of InSight.

What is the minimum configuration I need on my computer to have a good Internet experience with InSight?

You'll need a) Win2000 b) 256 MB RAM c) 10 MBPS Internet d) Internet Explorer 6.0 and e) MS Outlook 2000 SP3.

Do I need new water treatment equipment to utilize InSight?

No. InSight is designed to interface with existing plant equipment and systems. However, customers seeking improved performance often will want to explore opportunities for various equipment system upgrades to realize better process control.

Security

How secure is my data and who has access?

Your data is stored in the GE central server databases. You and your local GE representative control access to your data. Each plant person is given access names and passwords through a customer portal. Your data is protected in the same manner as GE inter-company information.

What are GE's rights to my data?

GE has access to your data, by the appropriate personnel who are involved with and supporting your application of InSight. This is for as long as you wish to provide that access to GE.

How will GE use my data? What control do I have?

GE uses your data for the purpose of your application of InSight and your plant systems. GE does not share your data with third parties without your expressed permission. Your data cannot be seen by anyone else but you, the people you give access to, and the GE authorized support team.

Support

Who trains my personnel on using InSight?

You local GE Water & Technologies representative will organize and execute the training of your personnel. Additional training resources can be arranged as necessary.

How is InSight supported and who do I call for help?

Your first line of support is always your local GE representative who can help you resolve the majority of support issues. In addition, as part of your annual subscription fee, you are entitled to additional support services for more complex problems. These can involve telephone or physical site support. Your GE representative will review the help systems available to you and how to access them.

Commercial Terms

Can I test InSight prior to purchasing the product?

Yes. Your GE representative can arrange for you to have temporary access to a demonstration account, which will enable you to explore the features, capabilities and benefits of InSight.

What is the price for InSight?

InSight is a service that you subscribe to. The two components to the cost of InSight are as follows:

- A one-time set-up fee
- An annual subscription fee

The one-time set-up fee includes the system configuration, data input design, scorecard construction, alarm notifications, and report email distribution. The set-up fee is variable and a function of (i) the number of discrete data measurements ("tags"), and (ii) the number of controllers and Distributed Control Systems (DCS) that will interface with InSight. This service is provided by your local GE representative, and augmented with additional InSight support services as required.

The annual subscription fee includes maintenance of the system and data, archiving of historical data,

phone service, support, and routine upgrades. The annual subscription fee is also variable and a function of (i) the number of tags, (ii) the number of controllers and DCS that will interface with InSight, and (iii) the desired frequency of phone communications.

Your GE representative can share the specific price schedule with you, and help guide in the selections that best meet your needs.

How Do I Order InSight?

Your local GE Water & Process Technologies representative will provide you a written quote for the application of InSight. Placing an order is as simple as calling the GE Water & Process Technologies Customer Service Center. Reference this quote at the time of the call and the Service Center representative will complete your order.

Who is responsible for installing and maintaining a phone line to my controllers?

You are responsible for providing adequate phone connections, consistent with your decisions as to what controllers are to be accessed.

Who pays for InSight calling-in to designated controllers?

Phone charges are included in the annual subscription fee.

Does the cost of InSight change if I expand its utilization in my plant?

The set-up and annual subscription fees for InSight are variable and a function of (i) the number of tags, (ii) the number of controllers and DCS that will interface with InSight, and (iii) the desired frequency of phone communications. Depending on the size of the expansion, the cost may or may not change.

What about future versions of InSight? Do I pay for upgrades?

No. Once an InSight customer, upgrades and version changes to the basic platform are included in your annual service fee. However, select optional tools and capabilities in future versions will be available at an incremental cost.