

Extended Automation System 800xA

Services for the Extended Automation System 800xA process control system

Services for Extended Automation System 800xA process control systems. These services can be purchased stand-alone or bundled with other offerings. Our Assured Performance AgreementSM (APA) service contract program offers cost-effective service bundles and complimentary service solutions to align with your specific service requirements.

Support and Remote Services

SupportLine Basic Complimentary With any APA service purchase*	ABB technical telephone support, SupportLine Basic, includes two telephone contact cases (maximum one hour of telephone support time) per year. Includes a 4-hour response time commitment.
SupportLine	ABB technical telephone support is available 24-hours a day. Each case is carefully tracked through resolution. Our global support network is available if escalation is required. A SupportLine subscription provides a cost-effective solution and elevated call priority with response time commitment based on subscription type. Three Service Levels: SupportLine Bronze (10 Support hours), SupportLine Silver (20 Support hours), SupportLine Gold (35 Support hours).
SolutionsBank Basic Complimentary*	Subscription access to a sub-set of ABB SolutionsBank web-based technical product information, specifications and alerts. Visit http://SolutionsBank.abb.com for your complimentary subscription.
SolutionsBank	Web-based, self-service technical support for ABB technology via the Internet. Obtain technical information, auto-notification of information relevant to your installed ABB equipment, SupportLine case tracking, software revision downloads, up-to-date trouble-shooting guides, and more. For subscription details visit http://SolutionsBank.abb.com
Remote Diagnostics Services (RDS) (includes SupportLine Gold)	ABB process control system specialists, with access to historical and real-time data, provide site- and system-specific support. A secure, high-speed remote connection between your system and ABB experts significantly improves diagnosis and response time for on-demand and scheduled maintenance activities. For additional information visit www.abb.com/remotediagnostics
	Three Service Levels <ul style="list-style-type: none"> – RDS Troubleshooting – On-demand support connectivity to assist in diagnosing system problems via a secure, high-speed remote connection. Includes telephone technical support. – RDS Periodic Maintenance – Scheduled quarterly remote collection and analysis of control system data for evaluation of system asset health. Includes telephone technical support and Remote Troubleshooting. – RDS Continuous Monitoring – Continuous remote monitoring of control system assets provides alerts to system issues before they become a problem. Real-time notifications are automatically generated and sent to ABB's SupportLine queue for early warning and diagnosis. Includes telephone technical support, Remote Troubleshooting services and Periodic Maintenance.
Emergency On-Site Response	Support response-time is guaranteed based on your service requirement. Check with your service representative for availability in your area.

Maintenance and Field Service

Requirements Assessment Complimentary*	The annual Requirements Assessment is part of the service needs-discovery process. Experienced ABB personnel discuss business objectives, asset maintenance requirements, and maintenance goals to ensure that changes in business strategy or maintenance requirements are integrated into the service maintenance program.
Demand Service Preventive and Corrective	Knowledgeable and experienced ABB field engineers are supported by ABB's global systems, tools and specialists to provide service solutions for System 800xA specific preventive and corrective maintenance requirements. Scheduling specific preventive and corrective services in advance enables us to provide the best qualified service personnel to satisfy the requirement. A commitment for a specific number of maintenance hours within an APA agreement provides the opportunity for reduced cost, based on hours needed.
System Health Check	Improves system performance and efficiency by identifying system snarls through analysis of hardware, software, Ethernet/control system communications, and existing maintenance program effectiveness. Recommendations are provided based on findings.
Network Service	Provides a complete network evaluation and upgrade. Network service specialists pinpoint sources of sluggish performance and optimize networks to minimize interruptions, improve data traffic flow, productivity and security.

Software Management Services	Provides assistance with new software and/or upgrade release implementation. Concordance checks between running configurations and off-line files are performed to assure that reliable back-ups are available. Computer operating system and software disaster recovery back-ups are also maintained.
Training Services	
AVIBank Complimentary*	An AVIBank (ABB Video Instruction bank) subscription offers access to the ABB library of audio-visual instructions. These cover various topics. For example: "Control Systems Testimonial" and "Engineering for Maximum Performance". Visit http://SolutionsBank.abb.com for your complimentary subscription.
Gap Analysis	ABB University professionals interview maintenance supervisors to identify required skill sets and knowledge gaps for each employee. A documented analysis provides training availability and recommendations.
Coaching/Refresher Training	ABB University customized competence-building programs are designed to help on-site personnel to maintain efficiency in ABB equipment configuration, operation and maintenance. Delivered at plant site.
In-Center Courses	
– T305 800xA Administration and Installation	The course goal is to teach installation and administration of an Extended Automation System 800xA, including the Core System. It does not include additional options such as Batch etc. This training is targeted to system engineers, administrators and system integrators.
– T306 800xA Information Manager Configuration	The course goal is to teach the configuration of the Information Management provided by the Extended Automation System 800xA. This training is targeted to commissioning and maintenance personnel, system administrators, application and service and support engineers.
– T307 800xA Batch Management Engineering and Configuration	The course goal is to teach the operation and engineering of the Batch Management provided by the Extended Automation System 800xA. This training is targeted to commissioning and maintenance personnel, production managers, operators, process and application engineers.
– T308 System 800xA Batch Management Engineering and Operation	The course goal is to teach how to troubleshoot the AC800M hardware in an Extended Automation System 800xA. This training is targeted to first level maintenance personnel.
– T313 800xA Asset Optimization	The course goal is to teach the installation and configuration of 800xA Asset Optimization. This training is targeted to system and application engineers, commissioning and maintenance personnel, service engineers and system integrators.
– T314 800xA Basic Configuration	The course goal is to teach the basic configuration of the Extended Automation System 800xA. This training is targeted to System 800xA users who require knowledge of fundamentals in order to form a foundation for maintenance and administration skills.
– T315 800xA Engineering	The course goal is to teach the engineering of the Extended Automation System 800xA with AC800M controllers. This training is targeted to application engineers, programmers and system integrators.
– T316 System 800xA with AC800M Profibus/Hart Field Device Manager	This course teaches planning, configuration and commissioning of automation solutions with PROFIBUS/HART devices in the Extended Automation System 800xA.
– T317 System 800xA with AC800M Foundation Fieldbus Device Manager	This course teaches planning, configuration and commissioning of automation solutions with Fieldbus devices in the Extended Automation System 800xA.
– US940 System 800xA OPC Interfacing	This course teaches the fundamentals of OPC and OPC interfaces for Extended Automation System 800xA.
Microsoft Technologies for Industrial IT	
– NA910 Microsoft Windows Technologies for Industrial IT	The goal of this course is to provide students with a basic understanding of Windows 2003 and Windows XP technologies to support Process Portal applications. This training is targeted to persons involved in administration, configuration, and/or implementation of Process Portal applications in a Windows environment.
– NA911 Microsoft Active Directory for Industrial IT	The goal of this course is to provide an in-depth knowledge of Microsoft Active Directory in a Process Portal environment. This training is targeted to system administrators, network administrators, technical support specialist and IT professionals that support Process Portal in a Microsoft Windows networking environment.
– NA912 Microsoft TCP/IP for IndustrialIT	The goal of this course is to provide an in-depth knowledge of TCP/IP in a Process Portal environment. This training is targeted to system administrators, network administrators, technical support specialist and IT professionals that support Process Portal in a Microsoft Windows networking environment.

800xA Expert Workshops

– E121 800xA Advanced Engineering with Bulk Data Manager	This Expert Workshop provides a full-range of Bulk Data Manager information and advanced techniques. Bulk Data Manager assists in the rapid creation, change and maintenance of large sets of configuration data.
– E123 800xA Engineering Methodology with Function Designer and Bulk Data Manager	This Expert Workshop teaches engineering methodologies and design decision-making with Function Designer, and illustrates how to utilize Bulk Data Manager to increase engineering efficiencies. In this workshop the student will create a small project based on customer data, to improve understanding of workflow optimization.
– E125 800xA PCDeviceLib	This Expert Workshop provides a comprehensive look at the Process Control Device Library suite of device objects included in the PCDeviceLib and how they can be applied – including faceplates, graphic elements, alarming and coherent strategy for priority commands and interlocks.
– E143 Troubleshooting 800xA Core System	This Expert Workshop provides in-depth troubleshooting skills for the 800xA core system, including troubleshooting domain controllers, networks, time synchronization, and Aspect Servers. The course also provides details regarding alarm and event architecture, data flow to graphics, and the flow of history data.
– E160 IT Security and the System 800xA Security Model	This Expert Workshop provides an understanding of IT Security mechanisms and solutions for control systems including 800xA. The workshop provides in depth exploration of the 800xA security model and its features.

Parts and Repair Services

BusinessOnline Complimentary*	Subscription to web-based parts and repair services. Secure Internet tools provide access to price, availability, order acknowledgement, tracking, order history and more – for thousands of ABB products, parts and repair services. Visit www.online.abb.com for your complimentary subscription.
Emergency Parts	Emergency replacement parts ordering is available 24 hours a day. Once your order is received, our global logistics network uses standardized processes and tools that ensure the highest quality parts are efficiently delivered to your site.
Test and Inspection	ABB ISO 9002-certified testing centers utilize state-of-the-art automated test equipment. Component-level, multi-level, in-circuit and full-functional testing, and environmental stress testing is available for ABB and other manufacturers' parts.
Repair and Refurbishment	Provides an economical alternative to new part replacements. ABB ISO 9002-certified repair network provides repairs, reconditioning and version management that meet or exceed original equipment specifications. A full one-year warranty is included for ABB and qualified non-ABB repair and refurbishments.
Parts Inventory Management Programs	ABB parts programs help you to effectively plan for parts and repair expenditures, and provides a monthly payment schedule, based on historical usage or anticipated demand. <ul style="list-style-type: none"> – Smart Spares – Provides a secure parts location and barcode technology for inventory management assistance. Includes an auto-restocking feature, through the ABB parts logistics center via Internet connection. – Inventory Access – A monthly subscription provides site-specific compliment of spare parts, which is maintained locally or on-site. ABB retains ownership of parts until they are put into service.
Parts Inventory Analysis	Identifies over- or under-stock conditions, based on predicted requirements, lifecycle expectations and standard stocking levels. Assists in determining optimal on-site parts stock quantities.
Parts Advantage Program	This program, included in the Assured Performance Agreement contract program, offers several levels of participation based on anticipated parts and repair expenditures – for all technologies at the site. Benefits include parts usage reports, inventory audits, and after-hours transaction fee savings.

Migration and Upgrade Services

Evolution Plan Complimentary*	System evolution planning services over the life of the control system, provide a periodic review of installed systems status and recommendations for evolution planning. Considering system lifecycle status changes and new functionality, ABB will help to define a strategic evolution roadmap to optimize system functionality.
Lifecycle Audit and Report	Provides site audits to analyze control system hardware, and software levels. Site audit report clearly explains the most effective migration path towards the latest technology.
Process Portal Evolution	Early versions of Industrial IT Process Portal systems can be upgraded to the latest version of software. New features and functionality have been added. Additionally support for later versions of Microsoft Operating Systems is offered.
Engineering Tools	Function Designer offers additional functionality over Control Builder tools included with Industrial IT System 800xA. It provides a graphical interface to configure the AC800M controller.
System Software Management	The Automation Sentinel software lifecycle management program, extends the support for and value of existing ABB control system software investments. The scope of the program includes new software versions for installed control system software, upgrades to newer software products for installed systems and evolution to ABB's latest system software technology, System 800xA. The program provides the support of the installed systems with periodic software updates incorporating system improvements and maintenance updates. A subscription also includes online access to download new software releases, software product documentation and access to technical telephone specialists for software installation and upgrade support. As a service to subscribers, ABB reviews and tests the monthly Microsoft security updates and provides qualification reports to help minimize user risk and test efforts. Automation Sentinel provides evolution to 800xA software typically at a savings of over 50%!

System Application Engineering Services

Requirements Assessment Complimentary*	The annual Requirements Assessment is part of a needs-discovery process to identify application engineering requirements and determine project scope and availability of service.
Alarm Management Services	ABB application engineers can assist with improving the management of process alarms. Alarm analysis tools are used to help eliminate nuisance alarms.
Display Building Service	An ABB application engineer will work with your operation and engineering staff to modify purchased video display packages. ABB can further work with your staff to develop new video display packages necessary to meet operational requirements.
Configuration and Commissioning Service	ABB installation, configuration, and commissioning services include but are not limited to: on-site coordination and installation scheduling, coordination of installation of additional hardware and software, control loop services, process analysis and troubleshooting, and implementation of engineering change notices.
On-site Training	ABB application engineers are available to deliver high-level, specific, on-site training focused on equipment operation and control utilization. On-the-job training focused on technical understanding of ABB equipment is available.

Engineering and Consulting/Optimization Services

Requirements Assessment Complimentary*	The annual Requirements Assessment is part of service needs-discovery process to identify and recommend Optimization Services to compliment your site maintenance strategy.
Asset Optimization Services	Asset Optimization Services assist with implementation of asset monitors in the system. Asset monitors can be configured for a variety of uses such as monitoring device run-time information and providing alerting functions (email, page, etc.).
PID Loop Tuning Services	Loop Tuning Services deliver loop performance excellence, providing significant manufacturing cost savings through improved product quality, reduced waste, and increased uptime. <ul style="list-style-type: none">– Software installation and Configuration includes Loop Performance Manager (LPM)** software installation and verification of communications to the control system, configuration service, on-site introductory software training.– Loop Tuning and Auditing of a pre-determined number of loops and report of as-left tuning parameters.– Loop Evaluation and Re-tuning includes periodic service visits to examine performance and re-tune loops if required and a detailed report of findings.
Small Boiler Controls Upgrade	State-of-the-art renewal for aging boiler controls provides simplification of boiler start-up and operation, efficient fuel consumption, maximum boiler efficiency and reduced cost.
Security Validation Services	When applying security policies to your ABB process control systems, it is important to verify that the policies are compatible with the functionality of the systems. ABB service has the expertise to test for compatibility and to apply your security policies to your ABB systems and products.
Power Quality and Grounding Audit	Provides a detailed analysis of incoming power quality and grounding grid integrity and its effects on connected devices and internal power systems. Survey findings pinpoint specific problem areas and provide fixes.
Boiler Fingerprint	Boiler benchmarking establishes current performance and provides a basis for evaluating and identifying improvement opportunities. The resulting diagnostic report provides improvement recommendations and associated estimated ROI. For boilers up to 50 MW.
Process Fingerprint	A process benchmark establishes current process and control performance and provides recommendations for improvement. The resulting implementation recommendations support product stability and overall process performance improvement.

*No purchase required.

**Loop Performance Manager (LPM) software is proprietary PID loop tuning and auditing software developed and distributed by ABB.

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