

ABB enhances 24/7 Service Support Line

Pulp and paper customers served by Regional Center South Asia will have easier access to round the clock service support for QCS, DCS, WIS and Drives

2009-05-29 - ABB, the leading power and automation company, launched a new Service Support Line for pulp and paper customers served by Regional Center South Asia. The 24-hour helpdesk is backed by an experienced and dedicated team of engineers in Singapore. It provides comprehensive pulp and paper capabilities including Pulp and Paper Open Control System CoE support, Pulp and Paper optimization and advanced controls, QCS Smart Platform, Network Platform, CD actuators and controls, DC and AC sectional drives, Web Inspection System, Remote Diagnostics Service, and Legacy and 800xA Systems.

The new Service Support Line is in addition to the current ABB Singapore Call Center support line and offers various levels of support. It caters primarily to customers with service contracts for emergency service support, system queries and troubleshooting. It is also open to customers with general requests for service visits and system troubleshooting support.

The helpdesk provides round the clock support via telephone, email and remote access, if available on-site. All customer support requests will be logged and tracked through to completion with professional service reports upon case closure.

ABB Pulp & Paper 24 Hours Service Support

Hotline: +65 6773 8997

Email: pnp.service@sg.abb.com

ABB Singapore Call Center

Hotline: +65 6222 7778

ABB (www.abb.com) is a leader in power and automation technologies that enable utility and industry customers to improve performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs about 120,000 people.

For more information please contact:

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