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ABB Automation Care

Comprehensive service solutions for chemical, oil and gas producers

Automation Care

Comprehensive services and solutions for your products and systems



- Maximize performance and efficiency
- Minimize trips and downtime
- Extend asset life cycle
- Complement technical resources
- Protect financial and intellectual investment



Three levels of services are offered:

- Rapid Response
- Operational Efficiency
- Lifecycle Management

Rapid Response

Basic services to complement support staff



Tap into all the ABB support pipelines for a constant connection to troubleshooting and support resources: via phone, the web, remote access, or in-person.

- Security / anti-virus patch validation status
- Web access support (case tracking, self-help, forums)
- On-line license management tool
- Unlimited product technical phone support
- Discounts

Operational Efficiency

Main services for plants where uptime and performance are critical



Add to the basic services of the Rapid Response package the means to enhance system capabilities in an economical way with new functions and features.

- All of the Rapid Response package deliverables
- Software maintenance updates
- Software upgrades

Lifecycle Management

Partner with a service provider for maximum system performance



Leverage the entire ABB support network and partner with a designated support leader for maximum system life and performance.

- All of the Operational Efficiency package deliverables
- Contract value report
- Designated support leader
- Maintenance activity plan

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Additional available services lead to a profitable and long term future

Optimization services

- Loop performance
- Performance Optimization for MOD 300, Harmony, and 800xA
- Alarm management
- Industrial boiler performance
- Batch process
- ServicePort service delivery platform

Cyber security

- Cyber security fingerprint
- Patch management
- Cyber security monitoring
- Parts inventory management
- Drives preventive maintenance
- Emergency on-site support response

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Maximum availability & reliability

- ABB's Automation Care portfolio is geared to help you achieve your objectives while ensuring the plant works optimally at each stage of the process throughout its entire life cycle.
- Automation Care contracts are tailored to meet your needs across the entire field of life cycle management; from troubleshooting, spare parts and equipment repair; to training, remote monitoring and lifetime extension.
- The many efficiency enhancing features of Automation Care will reduce downtime and increase performance and availability, while reducing maintenance costs.

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Maximum availability, maximum reliability

The costs of forced down time or start-up delays can far exceed the price of an Automation Care contract

- Evolving customer support: Providing technical support for control systems and connected assets while enhancing the utilization and productivity of assets, processes and people
- Advanced and cost-effective services and solutions can preserve and increase the value of your facilities
- Our primary goal is to minimize the consumption of your resources and the amount of capital tied-up

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Cost effective life cycle support

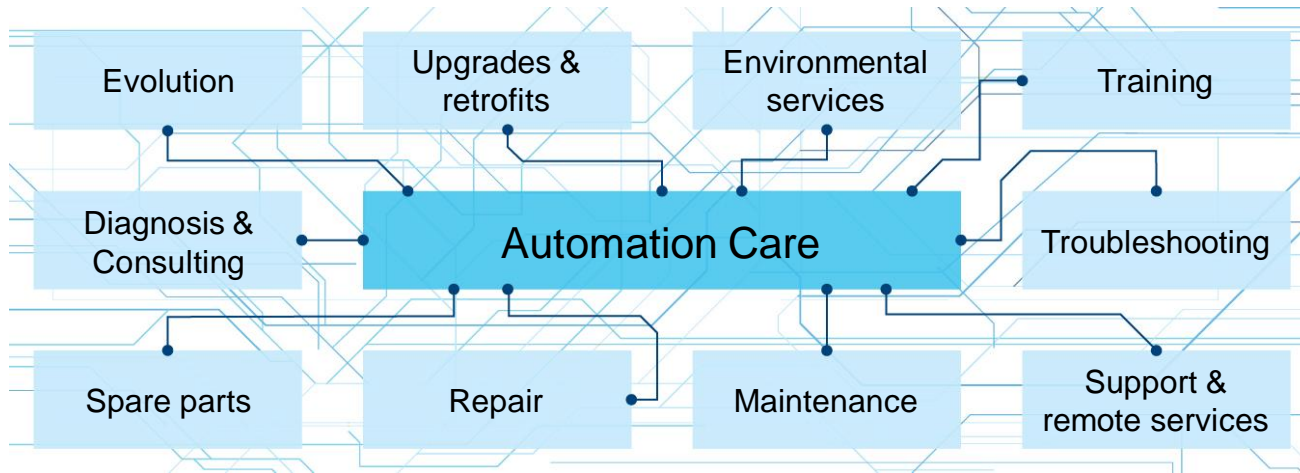


ABB offers professional life cycle services for your installed products and systems, including component reliability analysis. The solutions ABB provides will help you gain the information required for cost effective long-term decisions concerning overall system operation and maintenance.

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Program levels and services

Program services	Rapid Response	Operational efficiency	Lifecycle management
Security / anti-virus patch validation status (SolutionsBank)	✓	✓	✓
Web access support (case tracking, self-help, forums) (SolutionsBank)	✓	✓	✓
On-line license management tool (My Control System)	✓	✓	✓
Unlimited product technical phone support (SupportLine)	✓	✓	✓
Discounts: training, parts, repairs, on-site support, customer loyalty	★	★★	★★★
Software updates (Automation Sentinel)	Updates Optional	Updates & Upgrades included	Updates & Upgrades included
Contract value report			✓
Technical account manager, Maintenance Activity Plan			✓

Additional available services

Optimization services	○	○	○
Cyber Security	○	○	○
Parts inventory management	○	○	○
Drives preventive maintenance	○	○	○
Emergency on-site support response	24 hr	24 hr	24 hr

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