



INDUSTRIAL AUTOMATION

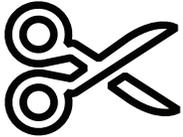
ABB Oil and Gas Care

Service agreements built with care



ABB Oil and Gas Care

The global standardized service agreement framework that helps our customers



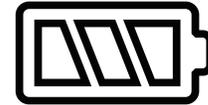
Cut complexity

Less time wasted. Fewer hassles. Simplified service interaction.
Services performed safely and efficiently with one point of contact from the start through the duration of the contract.



Control cost

More predictability. Fewer surprises. Consistent service delivery.
Structured approach with fixed annual pricing, so customers have a consistent experience every time.



Maximize capital

ABB equipment. Your equipment. Customized service alignment.
Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

Control Systems	Drives and Motors	Electrical Equipment
Instrumentation	Measurement Products	Power Products
Robots	SCADA Systems	Telecommunications

2. We work with you to understand your needs

If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response to issues.	Services supporting maintenance.	Training for plant personnel.	Equipment lifecycle support.	Equipment repair support.
	Optimized equipment and processes.	Reduced variable production expenses.	Increased return on investment.	Maximized asset and process availability.	Predictable asset and process performance.

3. Together, we determine the care package that meets your needs

Starting with a LifeCycle Assessment, if desired

1. Rapid Response



Offshore oil producer in Brazil

Needed guaranteed response time for corrective maintenance, recommended spares and control system synchronized to GPS.



We meet that need with **RAPID RESPONSE**

Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability

Equipment covered: ABB Control systems, ABB Drives, and ABB Electrical Equipment

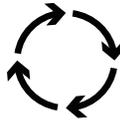
Services include: Corrective Maintenance, Recommended Spares, and Engineering Services

2. Lifecycle Management



Offshore oil producer in Asia

Needed resident expertise, preventive maintenance, and more training for personnel.



We meet that need with **LIFECYCLE MANAGEMENT**

Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: Better asset performance

Equipment covered: ABB 800xA Integrated Control and Safety System

Services include: Resident Service Engineer, Preventive Maintenance, and Training

3. Performance Improvement



Offshore oil producer in the UK

Needed continuous control system and process optimization, cost-effective parts management and resident ABB expertise.



We meet that need with **PERFORMANCE IMPROVEMENT**

Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: More quality production

Equipment covered: ABB 800xA Integrated Control and Safety System

Services include: Equipment Optimization, Parts Audit and Management, and Resident Service Engineer

4. Operational Excellence



Offshore oil producer in Norway

Needed to improve asset optimization, reduce operating costs and increase production efficiency to raise its recovery factor.



We meet that need with **OPERATIONAL EXCELLENCE**

Collaboratively manages your assets, operations, and risk to deliver strategic business results.

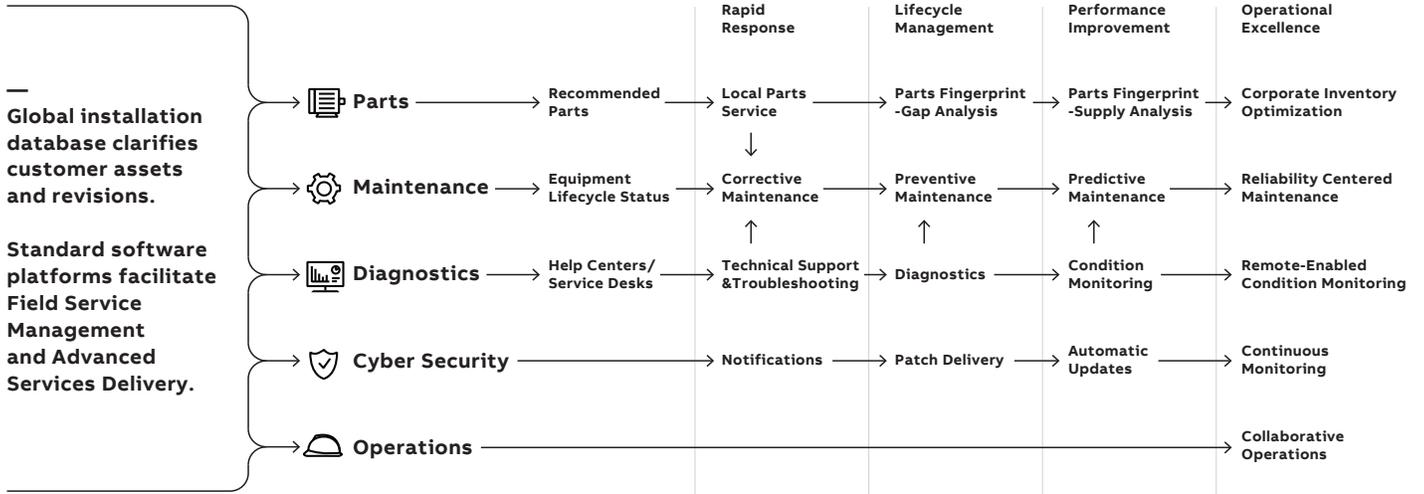
Customer Benefit: Improved operations

Equipment covered: ABB 800xA Integrated Control and Safety System, Information Management System, and Telecommunications Systems

Services include: 24/7 Service Support, System Modification Services, and Remote Condition Monitoring

4. We apply expert people, processes and tools to perform services

From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software



5. Let’s get started

Choose the options that optimize your agreement.

