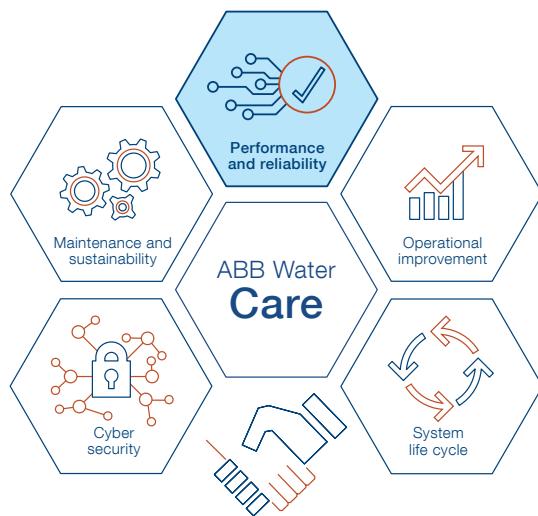# Water Care
System 800xA Performance Service

Early detection of system performance issues

ABB System 800xA Performance Service identifies, classifies and helps prioritize opportunities to improve the performance of 800xA control systems. ABB Service personnel use data collected through ServicePort during scheduled and on-de-mand analyses to compare against best practices and standards to detect performance issues. This comparison quickly pinpoints issues, helping to improve system reliability, availability and performance.

Life cycle service solutions for water plants

Scheduled monitoring and analysis quickly identifies performance issues

ABB System 800xA Performance Service is accessed through ABB ServicePort, a service delivery platform conveniently deployed at customer locations. View data gathered through user interface that is easily accessible by customer or ABB personnel.

ABB System 800xA Performance Service provides proactive data analysis to greatly reduce time and effort needed to identify software, hardware, system and network performance issues. Data is classified based on KPIs to provide a list of potential issues that are then prioritized based on severity, criticality and/or financial impact. This analysis allows users to track and trend performance more accurately, which leads to more informed decision making, better system performance and higher availability.

Benefits:
– **Increases control system performance**
– **Minimizes risk of system upsets**
– **Decreases the cost of identifying issues**
– **Ensures smooth maintenance, expansions and changes**
– **Reduces response time and travel expenses**

ABB

Increase control system reliability
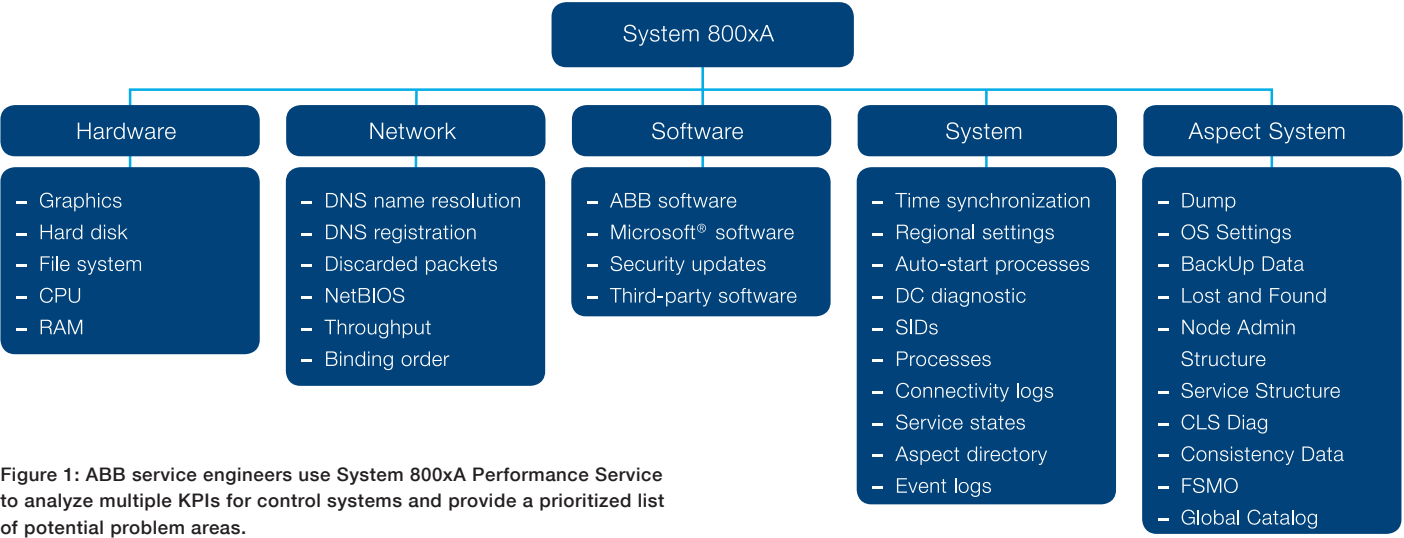## Scheduled or on-demand monitoring of KPIs

Figure 1: ABB service engineers use System 800xA Performance Service to analyze multiple KPIs for control systems and provide a prioritized list of potential problem areas.

More accurate troubleshooting with comprehensive KPIs

System 800xA Performance Service analyzes the following KPIs (Figure 1) to accelerate problem solving:
– **Software:** All software needed for System 800xA – from the operating system to individual, specific packages within System 800xA – are analyzed to ensure the proper software, updates and versions are installed. Dependencies and correlation between versions and functions are also analyzed.
– **Hardware:** System hardware parameters are analyzed to determine if resource exhaustion and other hardware issues, such as lack of RAM, are present.
– **System:** The system is examined to confirm that correct processes are running and the system is set up correctly.
– **Network:** The network, which is often divided among several servers and clients, is monitored for communication errors and optimal network speed.
– **Aspect System:** Examines if the 800xA aspect system is in good health and performing optimally.

Simplified view of data and analysis

Access to and visualization of KPIs is provided through ServicePort Explorer. This easy-to-use interface provides three separate views of the data:
– **View:** allows users and ABB service experts to view data associated with hardware, software, system and network.
– **Scan:** presents a summary of KPIs, ranked by severity, that are outside set limits (Figure 2).
– **Track:** empowers users to specify their own set of rules for KPIs and displays each occurrence that falls outside a threshold.

Expert analysis helps detect potential problems

To ensure that the System 800xA operates reliably, ABB provides periodic performance analyses. ABB experts evaluate data to look at the system health, determine the statistical accuracy of the KPIs and find trends that predict possible issues. The resulting performance report outlines actions that will help prevent potential problems and improve availability, reliability and system performance.

Critical notification when it matters most

To help prioritize issues that require immediate action, site-specific rules are applied to targeted KPIs. Any KPI that tracks outside of pre-determined parameters, such as diminishing hard disk space, triggers an instant alert by email or text. This quickly notifies users of issues that can compromise system availability, so they can be addressed as soon as they are detected.

View, analyze or receive alerts on control system performance
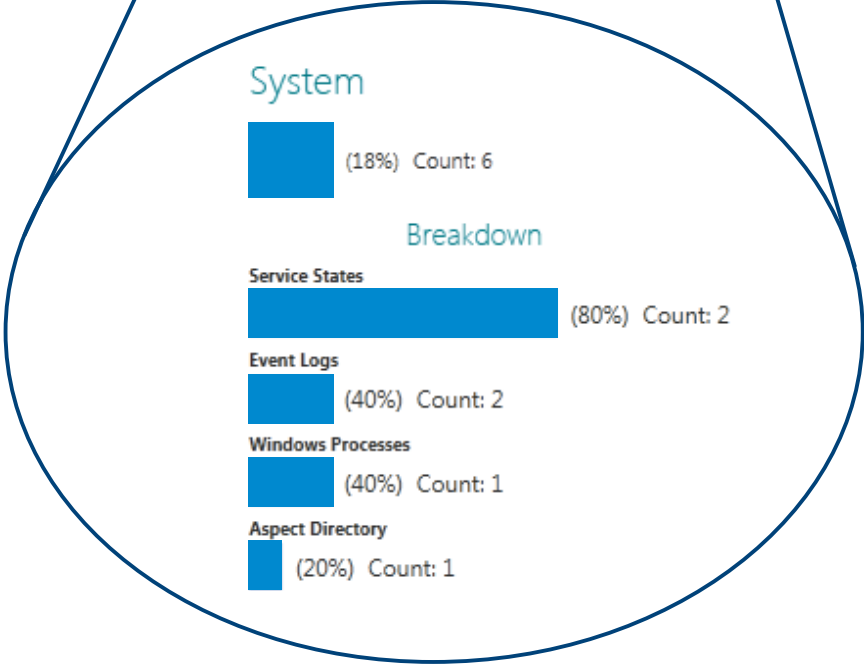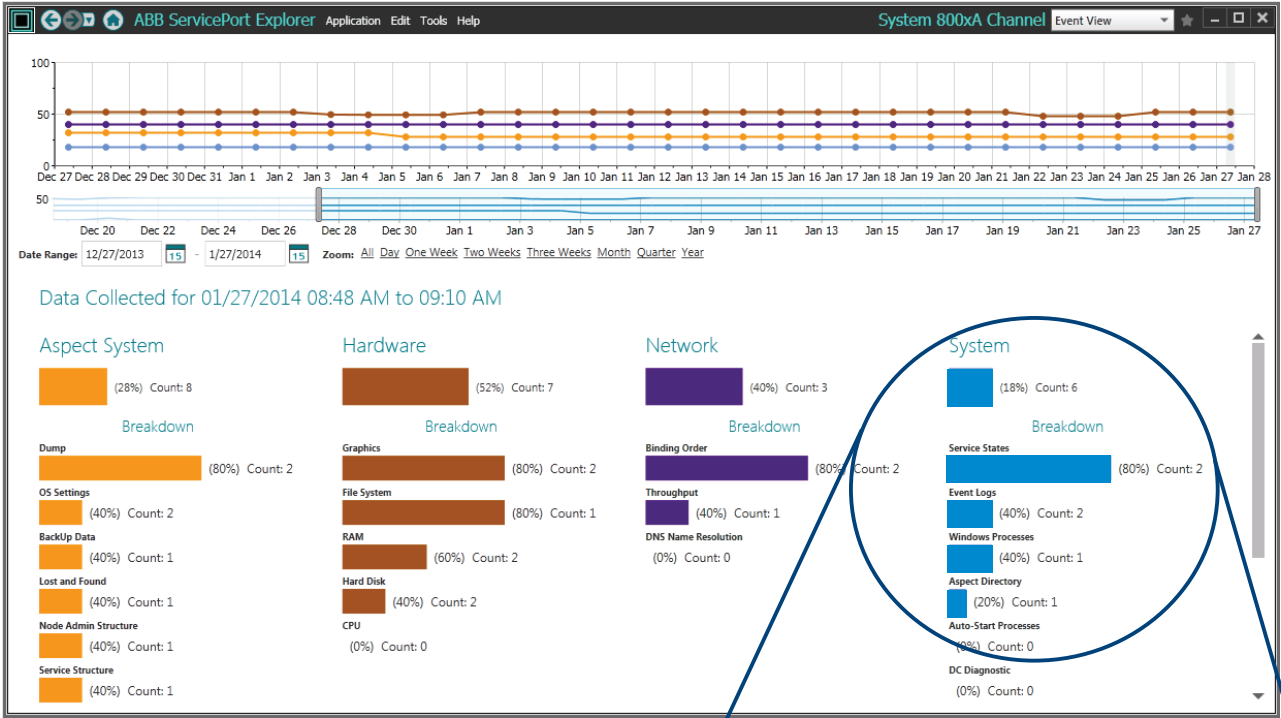## System 800xA Performance Service components

Figure 2: Through ServicePort Explorer, users can access different views of KPIs. The above example shows the KPI analysis view for the system. The display only shows the KPIs that are outside their threshold and prioritizes them—the bigger the bar, the greater the need to address the KPI.

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