



Connect. Collaborate. Outperform.

ABB Customer World

George R. Brown Convention Center, Houston, Texas

March 13-16, 2017

Come together for an event created to provide an innovative look at new ideas, trends and technologies. Choose from hundreds of networking and learning opportunities that showcase new ways to navigate our increasingly interconnected world, and learn how industrial digital technology can help you do better, do more and know more. Bolster your experience at the show by visiting the service booth and leveraging the expertise and resources to enhance the efficiency of your processes and maintain the longevity of your equipment.

ABB Service Booth



Utilities service

ABB Ability

Industries service

(Simplified conference map)

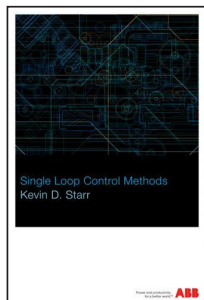
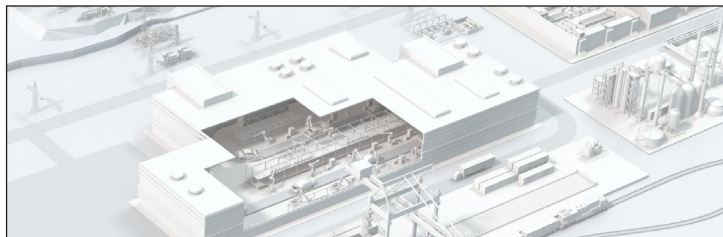
ABB Service Booth

Stop by the service booth to learn how you can improve productivity and extend asset life. Chat with product experts, see live demonstrations, engage with interactive tools and explore the services below:

- 1. Advanced Digital Services:** Increase operational efficiency by detecting issues that prevent your assets from reaching optimal performance.
- 2. Care Service Agreements:** Learn how service contracts provide the support you need to cut complexity, control costs and maximize capital.
- 3. Drives:** Ask the experts how ABB's portfolio of all-compatible drives can optimize your processes.
- 4. Electrical Products**
Medium Voltage Remote Care:
See a demo of MyRemoteCare and learn how it improves service.
- 5. Electrical Products Service**
Sponsored Charging Station:
Explore how Multibrand services provides a single-source solution for critical power components.
- 6. Extensions, Upgrades & Retrofits:**
Protect your investment by evolving control systems and other assets to the latest ABB technology.
- 7. Maintenance:** Field Service Management powered by ServicePro delivers preventive maintenance that saves time now and avoids unplanned downtime later.
- 8. Motors:** Improve the quality of stator core inspection with the ABB Air Gap Inspector; remotely monitor facilities to boost uptime with ABB Cognisense for LV motors.
- 9. Spare Parts and Repairs:** Check out our parts and repairs programs, including the ABB Parts Fingerprint and "Repair in a box" for fast testing and repair.
- 10. Training:** Gain skills needed to operate and maintain assets with safety, speed and efficiency through training for engineers, technicians and operators.
- 11. 3rd-Party Evolution:** Evolve non-ABB control systems to the latest ABB technology with cost-effective and low-risk solutions.
- 12. Customer Care Centers:** See how our Global Customer Care team provides technical and functional support to meet your needs 24/7.
- 13. Asset optimization & management:**
Learn how to monitor asset health through condition-based maintenance to improve safety, increase uptime and cut costs.
- 14. Engineering:** See how ABB ensures that investments serve you in the future as you invest in grid modernization.
- 15. Consulting:** Learn how our extensive consulting portfolio helps utilities meet objectives.

See the “ABB Service Story”

Learn about how ABB services help grow your business, and interact with iPad tools that help to identify service needs and values, and how to leverage service to improve productivity and profitability.



Free Book Drawing: Single Loop Control Methods

- Meet ABB Director of Advanced Services for the Oil, Gas and Chemicals business, control tuning expert and author Kevin Starr, and enter a drawing to win a signed copy of his popular book *Single Loop Control Methods*.
- Watch Kevin demo how Advanced Services powered by ServicePort can remotely monitor PID control loops, and facilitate and accelerate control loop tuning.
- Book Signings:
Monday, March 13th at 4:30pm | Tuesday, March 14th at 11:30am | Wednesday, March 15th at 1:30pm

Service Sessions

Be sure to visit the service-related sessions, events and training. For a complete list visit: <http://new.abb.com/apw/2017>

Session Title	Start Date	Start Time	Course Number	Room	Session Code
Extending the life of critical drive assets: A greener alternative to rip and replace	3/13/17	2:15 PM	50002	340B	287
How to extend the life of your switchgear	3/13/17	2:15 PM	50702	350D	371
Parts Fingerprint: How to maximize uptime and minimize your system life cycle investment	3/13/17	3:30 PM	50003	340B	428
Single loop control methods	3/13/17	3:30 PM	50103	340A	479
Big data: What can I do with all this information?	3/14/17	1:00 PM	40303	350C	384
Life cycle dynamic simulation for 800xA: It's more than Operator Training Simulator	3/14/17	1:00 PM	50104	340A	519
Transformer performance models: An in-depth look into ABB's asset health management	3/14/17	1:00 PM	50704	350D	525
Innovative HV service solutions for planned preventive maintenance	3/14/17	2:15 PM	50705	350D	466
Life cycle strategies for your automation system: FirstEnergy case study	3/14/17	2:15 PM	50005	340B	306
Asset health: End-to-end solutions from a single sensor to comprehensive enterprise solutions	3/14/17	3:30 PM	50206	330A	550
A practical approach to using the Internet of Things with ABB Ability	3/15/17	1:00 PM	50007	340B	572
Motor and generator life cycle management	3/15/17	2:15 PM	50008	340B	150
Advanced Services: Pinpoint inefficiencies, determine corrective actions and continuously improve	3/15/17	3:30 PM	50009	340B	585
Moving predictive maintenance programs to the next level	3/16/17	10:00 AM	30503	330A	661
Life extension of aged substations	3/16/17	1:00 PM	50710	350D	434
Remote monitoring and service: Moving toward predictive maintenance and optimization	3/16/17	1:00 PM	50010	340B	276
Business drivers, current developments and actual examples of Industrial Internet of Things	3/16/17	2:15 PM	60111	360F	600