
INDUSTRIAL AUTOMATION

ABB Measurement Care

Service agreements built with care



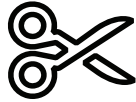
Let ABB take care of your assets, so you can take care of your business.

Whatever your needs or expectations, ABB can tailor a service solution to match.

ABB provides lifecycle services including spare parts management, performance based services and rapid response packages to get your process moving, all bundled in a service agreement. A strategic partnership with ABB improves production efficiency and reduces capital outlays.

ABB Measurement 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

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

Analytics	Collaborative Production Management	Electrical Equipment
Electro-Magnetic Stirrers	Instrumentation	Measurement Products

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

—
01 Power plant in
the Netherlands

—
02 Petrochemical
plant in India

—
03 Chemical plant
in Italy

Power plant in The Netherlands needed guaranteed response time for corrective maintenance, access to technical support and troubleshooting.

01



We met that need with
Rapid Response

Guaranteed fast and flexible service response to maximize equipment availability.

Customer Benefit:
Higher availability

Services include:

- 24/7 service engineer mobilization (on-site in 24hrs)
- 24/7 spare parts availability
- 24/7 Technical Support

Petrochemical plant in India needed resident expertise, preventive maintenance and better trained personnel.

02



We met that need with
Lifecycle Management

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

Customer Benefit:
Better asset performance

Services include:

- 24/7 Technical Support
- Resident engineer

Chemical plant in Italy needed to integrate preventive maintenance with system health diagnosis and predictive maintenance to maximize asset availability.

03



We met that need with
Performance Improvement

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

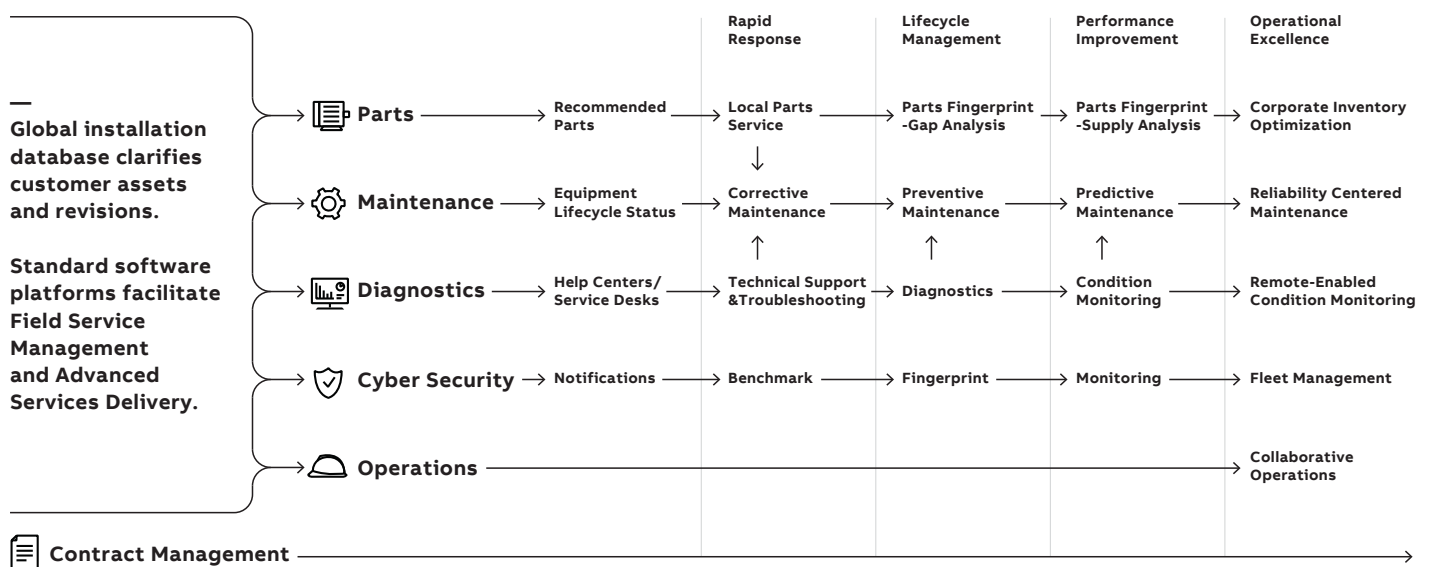
Customer Benefit:
More quality production

Services include:

- 24/7 Technical Support
- Predictive and Preventive maintenance
- Remote Services

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.

x - Included o - Optional Shaded = standard on every agreement	Rapid Response	Lifecycle Management	Performance Improvement
ABB Service Desk	x	x	x
Contract Manager	x	x	x
Equipment Lifecycle Status	x	x	x
Technical Support	x	x	x
Remote Trouble Shooting	o	o	o
Mobilization to site	x	x	x
Corrective Maintenance	x	x	x
Spare Parts Management	x	x	x
Training	o	o	o
Workshop repair	x	x	x
Inspections and Diagnostics		x	x
Preventive Maintenance		x	x
LifeCycle Assessment		x	x
MyABB		x	x
Evergreen Warranty		x	x
Engineering and Consulting		o	o
Replacement		x	x
Condition Monitoring			x
Predictive Maintenance			x
Local Services	o	o	o



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