



INDUSTRIAL AUTOMATION

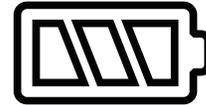
ABB Consumer Chemical Care

Service agreements built with care



ABB Consumer Chemical 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

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



Silicone plant in Brazil

Needed guaranteed response for corrective service and technical support for their control system.



We meet that need with **RAPID RESPONSE**

Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability

Equipment covered: ABB Freelance Control System

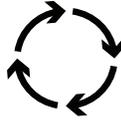
Services include: 24/7 Technical Support, Corrective Maintenance, and Recommended Parts

2. Lifecycle Management



PVC production plant in France

Needed to improve operator procedures and responsiveness, and connect to other systems and devices.



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: Evolving Honeywell TDC 3000 system to System 800xA

Services include: A four-step evolution solution with System 800xA architecture, Automation Sentinel subscription

3. Performance Improvement



Global styrenics supplier in the US

Enhanced capabilities for this 20-year ABB customer as they upgraded their technology base during scheduled turnaround.



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 Control System 800xA

Services include: System upgrade and expansion, Smart Client, Remote Diagnostic Services, Automation Sentinel subscription

4. Operational Excellence



Propylene plant in the US

Needed to reduce emergency maintenance, cut maintenance costs, improve reliability and extend asset life.



We meet that need with **OPERATIONAL EXCELLENCE**

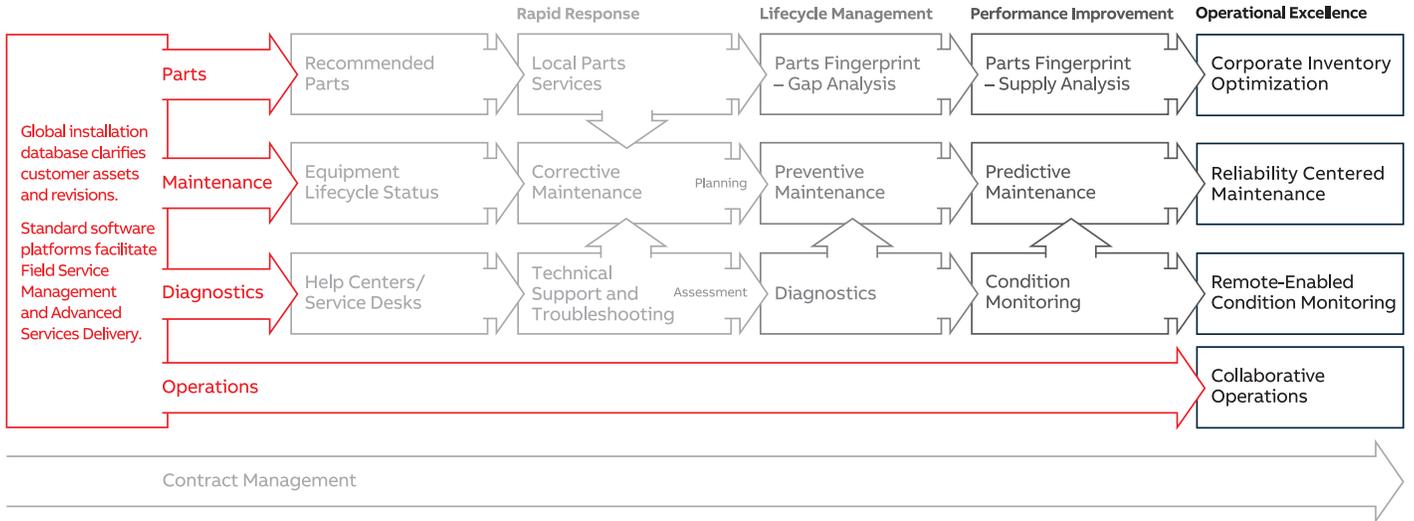
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: Improved operations

Services include: Reliability process analysis & benchmarking and Reliability process development

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.

Service	Entry Level Agreement	Pro Level Agreement
Contract Management Services	Prepaid Engineering Hours Installed Base Update ABB Service Desk Contract Manager myABB	Prepaid Engineering Hours Installed Base Update ABB Service Desk Contract Manager myABB
Rapid Response Services	Spare Parts Corrective Maintenance Mobilization to Site Technical Support	Remote Troubleshooting Training Spare Parts Corrective Maintenance Mobilization to Site Technical Support
Life Cycle Management Services	Life cycle Assessment Software Management Control System Fingerprint(*) Control System Benchmark	Spare Parts Management (*) Parts Fingerprint(*) Backup & Recovery Management(*) Engineering & Consulting(*) Preventive Maintenance ABB Ability™ Security for Control Systems Lifecycle Assessment Software Management Control System Monitoring(*) Control System Health Check(*) Control System Fingerprint Control System Benchmark
Performance Improvement Services		Loop Performance Monitoring (*) Loop Performance Fingerprint(*)

(*) Optional to the standard service package