



U.S. PACT Channel Partner Program

Automation Sentinel for Partners Control System Life Cycle Management Program

Designed for every stage of a control system's life cycle



Introduction

The Automation Sentinel program offers a range of services to support and extend the life and reliability of ABB systems. Maintenance support, system evolution and continuous enhancements proactively give Channel Partners and their end users:

- Flexibility: by providing many ways to improve the control system over time, using the best, low-risk path to move forward
- Performance Enhancement: by improving system availability, performance and reliability, within a stable cost structure
- Protection: by safeguarding the control system against cyber security breaches, malware and software bugs

Automation Sentinel ensures software maintenance and support for the ABB installed base of control systems. An Automation Sentinel subscription provides access to software patches, technical corrections, firmware updates, feature packs, upgrades and control system evolutions.

Additional components which come standard with the levels include:

- Price incentive on classroom training with ABB University
- Price incentive on online learning programs like Web Coach and Web Tech Talks, offered via the My Control System web platform
- Control system Benchmark Reports

Customize the right subscription for a new or existing control system by choosing from the program options below, or talk to your account manager here at ABB, Inc. to develop a tailored and fine-tuned set of deliverables.

Overview

Automation Sentinel offers three distinct subscription levels of protection for control systems.

Maintain

This subscription level is designed for customers who are focused on maintenance of their control system and packages a range of life cycle services and deliverables, including expert product support and access to timely and relevant control system information via the My Control System and SolutionsBank web portals. Maintenance and corrections for the current system software version is included, and it is designed for those customers whose main focus is maximizing the availability of their system, while minimizing the need for changes to the control system environment.

Maintain Plus

All previously-mentioned deliverables are included in this subscription level, with the addition of new software license versions and enhancements. Within this level, customers may upgrade to new software products within the same system product family. Maintain Plus provides increased flexibility to those customers who want to not only maintain their system, but also wish to add new functionalities.

Advanced Services: Make the most of an Automation Sentinel subscription

Maintain & Evolve

This level includes all of the life cycle services available with Maintain Plus, with the addition of the capability to evolve to ABB's state-of-the-art control system products. This level is designed to provide the flexibility to meet the needs of those customers who are on the leading edge of productivity and performance improvements or are in the process of step-wise evolution of their control system to ABB. This subscription level also includes the evolution of selected third-party control systems to the latest ABB control system platform.

Manage a control system with ease and find answers to trouble-shooting questions with a complete package of value-added services, unlocked when a valid Automation Sentinel subscription is in place.

My Control System

My Control System is a secure web site with everything required to better manage your own system. Software license information, ABB service contact, technical documentation and software updates are all features of this web-based service. With this feature, control system administrators are now able to:

- Check the performance, software and security status of the installed system
- View and manage all active licenses for the designated control system
- Download documentation and software updates specific to a system type and version
- View online training videos and participate in live question and answer sessions (additional fee)

Control system management begins with My Control System. It's the first place customers can go when they have a question, concern or want to check the real-time status of their installed base. And it's included as part of an Automation Sentinel base subscription.

Benchmark Reports

ABB control systems are robust by design and development. Non-optimal system setting and conditions often do not cause incidents immediately, but might result in some form of disturbance over time. Therefore, ABB has designed a way to provide for monitoring and improvement of the installed system.

Available via the My Control System web platform when an Automation Sentinel base subscription is in place, Benchmark Reports offer analysis reporting which identifies out-of-spec and less than optimal system setting, configurations and conditions that may result in disturbances over time.

The Benchmark provides an automated control system health check, comparing measured results with actual specs, requirements and recommendations via an easy to read "Traffic Light" control system report, which shows areas of highest concern in a red color, ambiguous areas in yellow and healthy components in green.

Data is collected automatically by running an easy to use tool on-site or remotely. The collected data can then be uploaded via the My Control System portal and an instantaneous report is generated. The end user may run this report as many times as they'd like, as often as necessary. There is no additional charge for this feature, if an Automation Sentinel subscription is in place.





SupportLine

ABB's technical telephone support subscription provides priority access to knowledgeable ABB systems and equipment support resources. During emergency and non-emergency situations, SupportLine engineers get the job done for you. Each support case is carefully tracked to ensure expeditious and complete resolution, 24 hours a day. In fact, about 80% of all user inquiries are resolved during the initial contact with a support engineer. Benefits of this service include:

- Guaranteed response time
- Priority service
- Fast, reliable access of ABB's extensive support network

Partners can optionally request a SupportLine subscription so a customer can directly access ABB technical support. Varying subscription levels are available and are based on the number of support hours required:

SupportLine Gold 35 hours

SupportLine Silver 20 hours

SupportLine Bronze 10 hours

A priority response option is also available. The option provides subscribers the added value of a guaranteed one-hour or less response time. Interested parties may wish to request pricing for a SupportLine subscription along with a request for an Automation Sentinel quotation.

SolutionsBank

ABB's online technical support and self-service portal offers a user-friendly option for accessing technical information, product support and user interconnectivity for your installed control system. This web portal includes auto-notification of new content, SupportLine case tracking (see below), software downloads and trouble-shooting guides, as well as customer forums, 24 hours a day, 7 days a week. Take a closer look at some of the prominent features of the SolutionsBank site:

Publications

Technical Bulletins, product manuals, change notices keep you up to date with system maintenance, modifications and configuration procedures

Downloads

Browse information by product family and download the latest service packs, release notes and updates.

Troubleshooting

KnowledgeBank includes a variety of hardware and software solutions generated from actual support cases and AVIBank provides video instruction files, which demonstrate step-by-step procedures for software installation, operation, configuration and diagnostics.

The SolutionsBank homepage is fully customizable based on an individual's preferences and control system family. Access for two SolutionsBank users comes standard with any Automation Sentinel base subscription.

Program structure

	Maintain	Maintain Plus	Maintain & Evolve	Comment
Software maintenance and upgrades				
Software Maintenance	✓	✓	✓	
Software Upgrades	-	✓	✓	
Access to Expert Product Support	✓	✓	✓	
Extended Software Support	✓	✓	✓	
Selected System 800xA Control Libraries	✓	✓	✓	
ABB Evolution Software Licenses	-	-	✓	
Evolution Planning & Eng. Services	n/a	n/a	\$	Please contact local sales representative
3rd Party DCS Evolution Software Licenses	-	-	✓	3 years Maintain & Evolve is required
3rd Party DCS Evolution Plan. & Eng. Services	n/a	n/a	\$	Please contact local sales representative
Cyber and IT security + Hardware & Software Qualification Reports				
Cyber and IT Security Test and Validation Reports	✓	✓	✓	According to applicable Life Cycle Policy
Hardware & Software Qualification Reports	✓	✓	✓	According to applicable Life Cycle Policy
Web access to relevant information				
My Control System Premium Access	✓	✓	✓	
SolutionsBank Premium Access	✓	✓	✓	
Advanced Auto-Notification	✓	✓	✓	
Plant Site / Group Subscriptions	✓	✓	✓	
Advanced Services				
Benchmark	✓	✓	✓	For selected control systems and software versions. Cyber Security Benchmark is included.
Fingerprint	%	%+	%+	For selected control systems and software versions.
System Health Check	%	%+	%+	For selected control systems and software versions.
Security Update Service	\$*	\$*	\$*	For selected control systems
Training Services				
Web Coach	%	%+	%+	
Web Tech Talk	%	%+	%+	
Expert Workshops	%	%	%	
Hardware upgrades and Spare Parts				
Discount on Spare Parts	%	%	%	For selected systems and countries
Discount on Spare Parts Services	%	%	%	For selected systems and countries
Hardware Step-up Service	-	%	%	For selected systems and countries
Special offers and Services				
Introductory Offers	%	%	%	In connection with new system purchases
Automation Sentinel for Non-Production systems	%	%	%	Price Incentive on Non-Production systems

Legend	✓	Included in an active Automation Sentinel subscription
	-	Not available for specific subscription mode or without Automation Sentinel
	%	Automation Sentinel subscriber is entitled to receive attractive price incentive
	%+	Automation Sentinel subscriber is entitled to receive a higher price incentive than with Maintain level
	\$*	Active Automation Sentinel subscription required, standard pricing applies
	\$	Available without an active Automation Sentinel subscription, standard pricing applies
	n/a	Not applicable

Contact us

Channel Partner Sentinel quotation process

The following will hold true for new accounts, renewal of expiring accounts and upgrades & evolutions.

Regional channel managers will receive notification of renewing and/or expiring Automation Sentinel accounts no later than three months prior to the date of expiry.

Requests for new Automation Sentinel proposals from Channel Partners should be sent directly to the Automation Sentinel Orderbox at Sentinel.SC.Orderbox@us.abb.com. Please include the following information required in order to issue a quote:

- End user names, email addresses, phone numbers
- System Identification Number (SID), if applicable
- Upgrade receiver names, email addresses, phone numbers
- Regional Channel Partner Manager contact information
- User information for My Control System and SolutionsBank access (name, email, phone)

No pricing will be available for an end user until a quote is generated in-house and forwarded to you directly from the Orderbox.

Please note that NO SUPPORTLINE SERVICE will be quoted initially, unless it is requested. This service may also be added at a later time, but prior to booking the order, or the full subscription length may be forfeited.

North American contacts

Kelly Toncar
Automation Sentinel Key Driver
Office: 440-585-7452
Email: Kelly.J.Toncar@us.abb.com

Sentinel.SC.Orderbox@us.abb.com

U.S. Customer Service Center

1-800-HELP-365 (4357)

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