

ABB Industrial Automation Service

We are working to keep you working



As COVID-19 continues to impact the health of communities and businesses globally, many companies have limited operations to minimize the spread of this virus. If you have maintained operations, you may be encountering difficulty in accessing resources required to keep assets and processes running.

ABB's service teams are here for you. We have services to help you keep production running today, and to help you ramp back up tomorrow. The following are 5 ways we can help.

How we can help you today

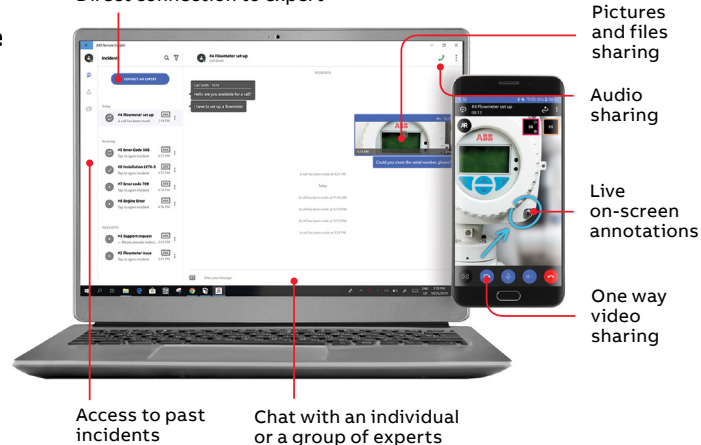
01 ABB Ability™ Remote Insights for service reduces time to repair with heads-up, hands-free troubleshooting.

1. ABB Ability™ Remote Insights for service

This is a collaborative app that improves interaction between remote experts and field personnel by enabling live instruction and guidance that can be overlaid on live video using augmented reality technology.

Remote Insights is supported by standard iOS, Android and Universal Windows Platform (UWP) phones and tablets that are already being used by your employees. No special devices are needed, so you can download the app and use it today.

Direct connection to expert



Remote Insights

[Click to request your license today](#)

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02 myABB/My Control System is your single-entry point to access ABB 24/7.

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03 mySpareParts Analyzer enables you to upload your site's spare parts inventory and receive a KPI report.

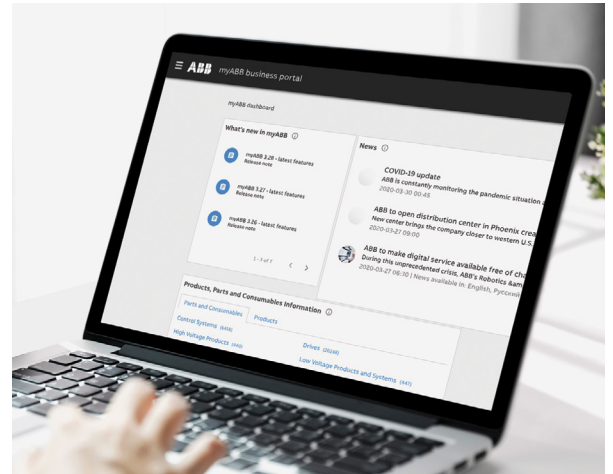
2. myABB/My Control System

This portal is your single-entry point to connect with ABB 24/7. It is a personalized, self-service tool where you can access your installed base data, support cases, service history, e-commerce, technical documentation, spares and consumables data, online training and more. From staying updated with critical information to improving performance with system-specific software updates and self-diagnostics, myABB/My Control System is an excellent way to take advantage of data and diagnostics available to you even when your regular service person isn't on site.



myABB/My Control System

[Click to activate or login to your account](#)



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3. mySpareParts Analyzer

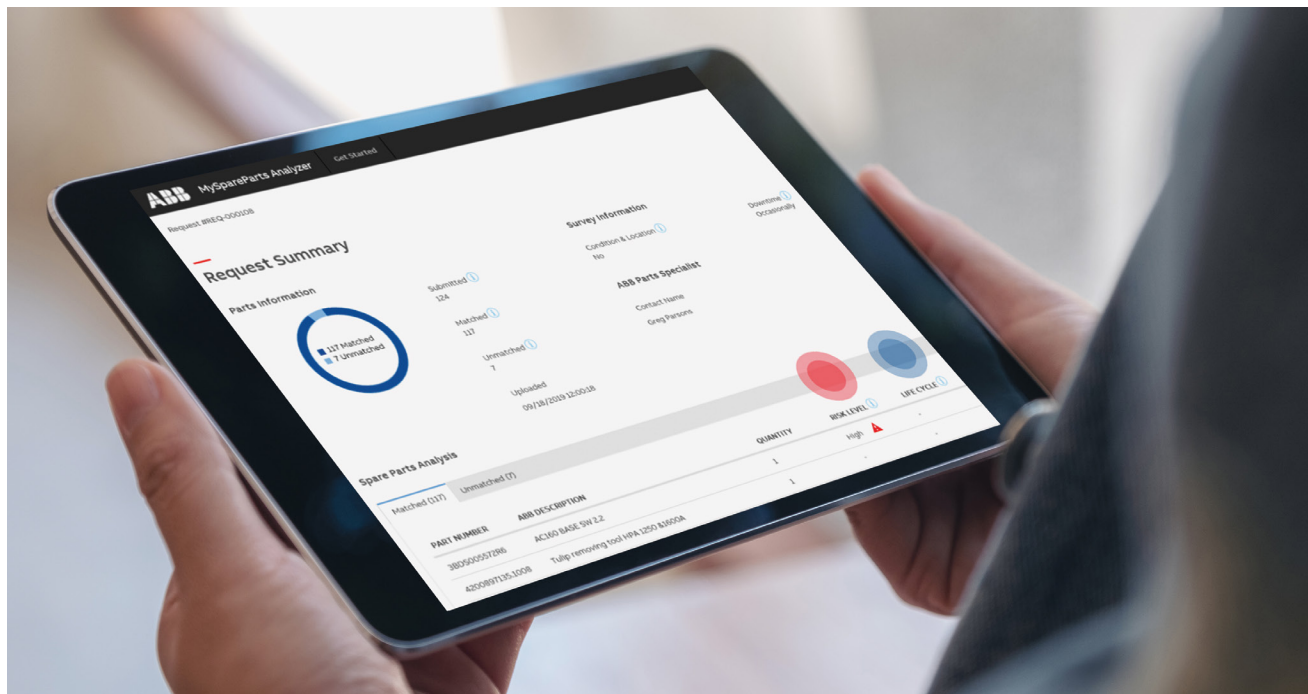
If you are operating with a fraction of your normal staff and doing all you can to keep assets running and production going, a spare parts audit may not be at the top of your priority list. However, planning to have the right parts on-hand will help you avoid the risk of downtime due to inventory gaps or during supply

chain constraints. The mySpareParts Analyzer tool allows you to submit your site spares for analysis and receive part number validation, data related to lifecycle and risk, and replacement options. You can use myABB to replenish any needed spare parts inventory.

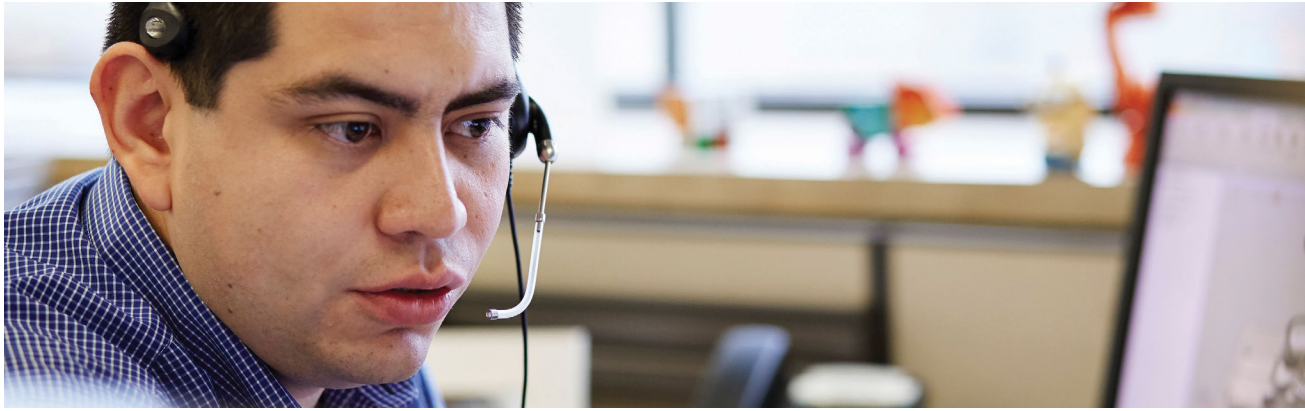


mySpareParts Analyzer

[Click to get started](#)



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04 ABB's portfolio of Advanced Digital Services help increase asset life, improve processes and mitigate risks.

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05 Connect to ABB experts anytime, anywhere to make the best and fastest data-driven decisions possible.

4. ABB Ability™ Advanced Digital Services

Advanced Digital Services are remote-enabled, software-assisted services that provide you with actionable insights on your production and operations data, so you can take improvement actions to optimize operations, increase productivity and minimize costs. Advanced Services also enable you to select thresholds that will notify you or an ABB person remotely when imminent actions are required.

Assets	ABB Ability™ Performance Optimization for control systems – 800xA
	ABB Ability™ Performance Optimization for control systems – Harmony
	ABB Ability™ Performance Optimization for hoists
Processes	ABB Ability™ Performance Optimization for control loops
	ABB Ability™ Performance Optimization for Quality Control Systems
Risk mitigation	ABB Ability™ Cyber Security Analytics
	ABB Ability™ Cyber Security Asset Inventory

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**ABB Ability™
Advanced Digital Services**
[Click to learn more](#)

5. ABB Ability™ Collaborative Operations

Many Advanced Services are delivered via ABB Ability™ Collaborative Operations, which provides 24/7 remote access to ABB digital technologies, data analytics and domain expertise. ABB Collaborative Operations networks around the world are equipped with advanced applications that allow you and ABB experts to collaborate remotely and adapt your operations to fluctuating demand quickly.



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**ABB Ability™
Collaborative Operations**
[Click to connect today](#)

How we can help you tomorrow

Multi-Level Service Agreements

When operations begin to normalize, you still may be dealing with constrained conditions and need to get more life out of your current assets.

ABB's multi-level service agreements can help you optimize the performance and extend the lifecycle of your assets.

Service levels include:



Rapid Response

Restore production after outages or equipment failures, increase availability and minimize unplanned downtime



Lifecycle Management

Identify asset condition, extend asset service life and increase reliability



Performance Improvement

Improve the availability of assets and production processes to ensure optimal performance



Operational Excellence

Integrate service solutions to manage assets, operations and risk



ABB Service Agreements

[Click to learn more](#)

Service levels that match your needs

Services to support your entire asset lifecycle. All four service levels include standard services and optional upgrades to fit your specific operation and needs.

x - Included o - Optional Shaded = standard on every agreement	Rapid Response	Lifecycle Management	Performance Improvement	Operational Excellence
Contract Management	x	x	x	x
Equipment Lifecycle Status	x	x	x	x
Recommended Parts	x	x	x	x
Contact Center	x	x	x	x
Technical Support	x	x	x	x
Remote Troubleshooting	o	o	o	o
Corrective Maintenance	x	x	x	x
Spare Parts	x	x	x	x
Inspections & Diagnostics		x	x	x
Life Cycle Assessments		x	x	x
Preventive Maintenance		x	x	x
Parts Fingerprint - Gap Analysis		x	x	x
Performance Optimization for Control Systems			x On-Site	x Remote-Enabled
Cyber Security for Control Systems			x On-Site	x Remote-Enabled
Performance Optimization for Control Loops			x On-Site	x Remote-Enabled
Condition Monitoring			x	x
Parts Fingerprint - Supply Analysis	o	o	x	x
Energy Management				x
Overall Equipment Efficiency				x
Production Management				x
Material Management				x
Process Optimization				x
Training	o	o	o	o
Engineering & Consulting	o	o	o	o
Resident Engineer	o	o	o	o
Remote Insights	o	o	o	o

Let us know how else we can help. We appreciate your business and we are committed to supporting you and your company. Contact your local ABB representative or automation.service@us.abb.com for more information.