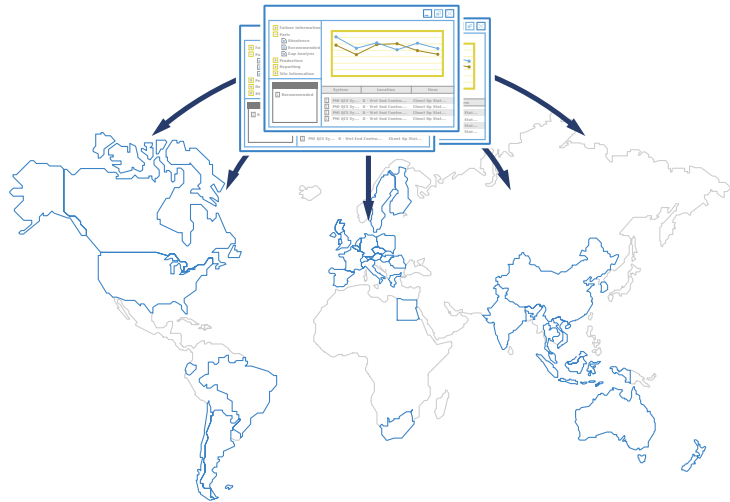


ServicePro 3.0: global best practices

Maximizing ABB service efficiency worldwide

VINCE WILLIAMSON – With the ServicePro 3.0 Service Management System, ABB expanded the resources and capabilities applied for global best practices for automation and process services.



ServicePro 3.0 is a global service management system for ABB service engineers and ABB customers. It can be used to monitor and plan service for control systems, drives and other automation equipment in any industry that uses ABB process automation. Included are key performance measurements to determine the effectiveness of service activities and to assist in parts inventory and system lifecycle management. ServicePro 3.0 provides standard and customizable reports offering real-time awareness. This provides ABB customers with the information necessary to manage service proactively, thereby enabling enhanced process automation efficiency.

The ServicePro 3.0 Service Management System

- Gathers, synchronizes and disseminates best service practices from and to ABB process automation customers worldwide.
- Helps to increase proactive service activities to reduce costs and improve productivity.
- Monitors parts use to keep inventories stocked with needed items and reduce unnecessary emergency shipping expenses.
- Maintains institutional knowledge to deliver continuity and assure success.

- Provides data to evaluate process automation reliability and efficiency in a single facility or across multiple facilities in an enterprise.

The unique foundation of the ServicePro 3.0 Service Management System is a globally synchronized database that ensures users have the latest information for service practices, parts and lifecycle information.

ServicePro 3.0 provides ABB customers with the information necessary to manage service proactively, thereby enabling enhanced process automation efficiency.

ServicePro 3.0 comprises five components that help service engineers and ABB customers to improve the maintenance and performance of ABB process automation

- *Report Management* provides configurable reporting for visibility and accountability needed to manage service activities
- *Maintenance Management* collects and deploys best automation and process service practices and guides planning, scheduling and execution
- *Parts Management* tracks and manages parts related to equipment being serviced, including lifecycle status, parts kitting, part orders and inventories
- *Optimization Management* ensures that system and process improvements are sustained and enhanced
- *Contract Management* manages service resources, identifies the strongest performance areas and compares performance service across several sites.

ServicePro 3.0 is designed for ABB automation and ABB-automated processes, and can also be used to manage service for all critical equipment, independent of manufacturer or process.

For additional information on the ServicePro 3.0 Service Management System, contact Vince Williamson, Product Manager, ServicePro, Tel: (in the U.S.A.) 614-818-6533, or via email: vince.williamson@us.abb.com.