

ABB Robotics introduces Connected Services for greater uptime and improved performance

Munich, Germany, June 21, 2016 – ABB Robotics today introduced Connected Services, a sophisticated suite of services to ensure robot uptime and optimize the performance of robotic systems. These are delivered via ABB's MyRobot, a single, intuitive interface, making actionable data available anywhere and at any time.

"The ability to monitor robots in this manner increases efficiency, reduces service costs, ensures uptime and extends asset lifetime," says Dr. Hui Zhang, Head of Product Management, ABB Robotics.

Connected Services is part of an interconnected ecosystem ABB calls the Internet of Things, Services and People (IoTSP), and is available via ABB's Robot Care Service Agreements. These services use actionable data from a customer's entire installed base of connected ABB robots to improve reliability and speed response time and recovery, should issues arise.

"Thanks to these diagnostic technologies, a once reactive approach to fleet management is replaced by a predictive, proactive, and immediate one" says Zhang. "Prior to the advent of the Internet of Things Services and People, robots were often serviced only when in need of repair, or were maintained according to the calendar, or operating hours. Now we can base maintenance on a robot's actual condition and prioritize activities that will keep customers' most critical processes efficient and available. "

Connected Services is an evolution of the Remote Services for robots which ABB introduced in 2007, and reflect the benefits of integrating more "things" and "services" into the IoTSP ecosystem. The performance and reliability gains from the digitalization of robotic factory automation are hallmarks of the IoTSP. ABB Robotics continues to reshape the way the world looks at manufacturing automation with a number of innovative solutions and services that are helping its customers realize the benefits of the factory of the future, today.

Further information for editors:

ABB Robotics is a leading supplier of industrial robots - also providing robot software, peripheral equipment, modular manufacturing cells and service for tasks such as welding, handling, assembly, painting and finishing, picking, packing, palletizing and machine tending. Key markets include automotive, plastics, metal fabrication, foundry, electronics, machine tools, pharmaceutical and food and beverage industries. A strong solutions focus helps manufacturers improve productivity, product quality and worker safety. ABB has installed more than 250,000 robots worldwide.

All ABB Robotics' products are fully supported by the ABB Robotics' global sales and service organization in 53 countries and over 100 locations.

Visit www.abb.com/robotics for further information.

For more information please contact:

Product Information

[Jörg Rommelfanger, Product Manager, Customer Service](#)
joerg.rommelfanger@de.abb.com

Media Inquiries

[Nicole Salas, Product Communications Manager](#)
nicole.salas@se.abb.com