

CASE STUDY

Northern European paint producer strengthens and secures operations with ABB Ability™ Advanced Digital Services



For this leading global paints and coatings company, keeping their plants running efficiently is of vital importance. This requires effective maintenance programs and finely-tuned operations.

Many companies are opting for remote services as a source of cost-effective and efficient maintenance. This customer turned to ABB for remote services to improve many aspects of operations at this site.

Customer challenge

This major paint producer is continually looking to improve production processes to maintain the high quality of their recognized brands and products. Improving operation and maximizing uptime of batch recipe production is the priority for this decorative paint production site.

The customer turned to ABB services to achieve their production goals by optimizing control system performance and protecting against cyber-security intrusion.

Understanding that threats to control systems, especially those controlling industrial processes, are rising, the paint producer initially approached ABB to review the current firewalls and network equipment.

The customer wanted to know what more they could do to protect their control systems from cyber-attacks.

The producer sought a solution with remote monitoring and support, since it provides fast on-demand access to experts with reduced costs and no travel time. The solution also had to be compliant with a proprietary firewall at the plant. The firewall secures all communications between the company's office network and the ABB Ability™ System 800xA and Freelance control systems, as well as satisfies their IT security policies.



Customer benefits



REDUCES SERVICE INCIDENTS



RESOLVES ISSUES FASTER



PROVIDES 24/7 SECURE REMOTE ACCESS TO A LARGE POOL OF GLOBAL ABB SUPPORT EXPERTS



REDUCES FIELD SERVICE COSTS BY ELIMINATING TRAVEL TIME



IDENTIFIES TRENDS TO MITIGATE EQUIPMENT AND PROCESS ISSUES, AND MINIMIZES RISK OF SYSTEM ERRORS



GATHERS DATA ON A ROUTINE, PROACTIVE BASIS TO SUPPORT THE DELIVERY OF ADDITIONAL ADVANCED SERVICES

ABB solution

Following a detailed review and thorough consulting, ABB presented technical solutions that met requirements provided by the customer. To deliver better service securely, ABB service specialists implemented the ABB Remote Access Platform (RAP).

The ABB RAP solution is a web-based application in client/server architecture offering a secure channel between the on-site client and ABB servers for easy remote access and diagnostics of ABB equipment.

ABB experts are now able to maximize system uptime and prevent disruptions by proactively monitoring the control system, diagnosing problems and providing a resolution before they impact paint production.

Also, ABB experts can remotely analyze data and provide status reports containing additional corrective recommendations that will both sustain implemented process improvements and enable future improvements.

Future-proof solution to deliver more services

Now ABB experts can maximize performance of the installed control system and processes, resulting in higher operational efficiency for the customer's paint production. This was the first company site implementing the ABB RAP solution via a proprietary firewall. Implementation at other production sites is already under way.

The ABB RAP solution enabled the customer to choose from a broad set of remote ABB services to optimize and sustain their equipment and processes. Security Update Service, an automated and controlled way to receive security updates tested and approved by ABB, is also available to the customer.