Connected services
For secured uptime and optimized performance

Connect your ABB robot today to Connected Services to start unlocking advanced services for up to 25% fewer incidents and 60% faster response time and issue recovery.

Connected services
ABB’s robot solutions are part of an interconnected 24/7 ecosystem we call The Internet of Things, Services, and People. This is unlocking advanced services that help you harness actionable data across your entire installed base.

ABB delivers these advanced benefits through their suite of Connected Services. All ABB robots come ready to be connected to Connected Services, wirelessly or hard wired, unlocking a world of possibilities in predictive, immediate support at your fingertips anytime, any place.

The Connected Services suite consists of five services: Condition Monitoring & Diagnostics, Backup Management, Remote Access, Fleet Assessment, and Asset Optimization. ABB’s Connected Services can be tailored via ABB’s flexible Robot Care service agreements to meet the unique needs of your plant.

MyRobot
The Connected Services are delivered to you via the MyRobot web application with its alarm dashboard, providing customers and ABB Service with actionable information through a single intuitive user interface at your fingertips, anytime, and any place. It helps to identify the most frequent failures and alarms known to cause most stoppages, providing trends and warnings, and immediate notification (conveniently provided through email or sms) and support in case of trouble.

Condition Monitoring & Diagnostics
Condition Monitoring & Diagnostics is a secure 24/7 monitoring and diagnostics service that ensures faster reaction time, higher efficiency and better service technician preparation for on-site calls and technical support. This ultimately helps to keep robot systems running at optimal performance.

Features
• Condition Monitoring and trend analytics for mechanical units and controller measurements
• Immediate critical alarm notifications via e-mail or sms
• System snapshot in case of an alarm
• Alarm dashboard providing actionable information

Benefits
• Faster reaction time
• Higher efficiency and better service technician preparation for on-site calls and technical support
• Fast notification & proactive support in case of trouble
• Information and statistics via MyRobot
• Identification of most frequent failures
Backup management
Imagine if your robot programming were lost or damaged. How many days or weeks of reprogramming and fine-tuning would be needed to restore all the settings and operating values? Backup Management ensures that there is always a full robot program backup available. Automatic backups can be scheduled at any time and can be stored in the cloud, or on any server.

Features
• Remote automatic backup of the robot controller

Benefits
• Fast recovery in case of software issues

Remote access
The automated ABB Fleet Assessment reports rank connected manipulators, according to utilization and estimated gearbox lifetime, by comparing them with the customer robot fleet and ABB’s entire population of connected robots.

Features
• Access to robot controllers and connected devices

Benefits
• Condition Monitoring & Diagnostics and Remote Access on the same secure platform
• Making expert knowledge available
• Faster issue resolution

Fleet assessment
The automated ABB Fleet Assessment reports rank connected manipulators, according to utilization and estimated gearbox lifetime, by comparing them with the customer robot fleet and ABB’s entire population of connected robots.

Features
• Automated Fleet Assessment Report based on customer robot fleet or ABB’s entire population of connected robots

Benefits
• Limits risk of critical failures in gearboxes & motors
• Extended equipment lifetime
• Identification of robots for further service activities

Asset optimization
For customers demanding the highest level of performance, ABB’s Asset Optimization can lead to up to 25% fewer incidents, and 60% faster response and issue resolution. Asset Optimization includes periodic analysis of a robot’s general health and performance in a Performance Improvement Advisory Report with recommendations on how to avoid events that can cause downtime. ABB can help identify robots, components and software which are not performing at optimal levels, that could benefit from a service intervention or replacement, preventing an impending failure. A Visit Preparation Report with every scheduled maintenance gives ABB Service additional information on “high attention areas” based on analytics, ensuring higher availability and reduced risk of failure.

Features
• Regular Performance Improvement Advisory Reports
• Visit Preparation Report with preventive maintenance visits

Benefits
• Increased system performance and extended lifetime
• Focus on the most critical components during maintenance

Get connected
Our Connected Services are available via ABB’s flexible Robot Care service agreements, which are tailored to your plant’s unique needs. Get connected by registering your new robot today at: www.abb.com/robotreg

ABB’s Connected Services are also available for all your already installed ABB robots. We invite you to talk to your local ABB representative.