

ServicePRO™

A proactive and comprehensive service approach as part of an ABB maintenance support agreement

ABB's ServicePRO™ is an interactive software solution featuring ABB's best maintenance practices for improved reliability, increased return on assets and consistent service compliance throughout your equipment lifecycle. ServicePRO™ is included as a central part of all ABB delivered service contracts to ensure world-class maintenance with measurable results.

ServicePRO™ forms the hub which ABB engineers use for scheduling and implementing maintenance work orders tailored exclusively to ABB solutions. With ServicePRO™, every ABB engineer who works on your equipment, benefits from the knowledge of years of ABB best-practice experience – delivering a proven and consistent maintenance process that gets results. ServicePRO™ brings a shift in approach from:

- reactive to proactive.
- ad-hoc to condition based.
- unplanned to planned.

With ServicePRO™ there is no second guessing ABB maintenance procedures or digging deep into service manuals. ABB equipment will be maintained efficiently to the highest level, increasing system reliability, life span and return on assets. ServicePRO™ provides documented results for all your maintenance efforts and automation expenditures. You have direct access to reliable data, providing the insights needed for continuous business improvement.



Dragline revamped by ABB

Features

- Automated schedule system for maintenance activities
- Knowledge Base Library of ABB best practice maintenance procedures
- Ability to track items supported by your maintenance contract
- Comprehensive lifecycle status reporting

Benefits

- Ensure equipment reliability and machine system up-time
- Longer equipment life span
- Benchmark to other mining mill locations
- Automates the work process to free up more time for other work

Mining mill or enterprise visibility

ServicePRO™ is not just for the local ABB contract engineer. User configurable screens, trends, profiles and reports give you total control and visibility of operations and processes. ServicePRO™ allows visibility of maintenance activities at a single mill or across multiple mill locations. Management reporting documents maintenance activities and costs, to benchmark between sites with the ability to export to the enterprise system.

Helping you to improve productivity and make better decisions.

Knowledge Base Library

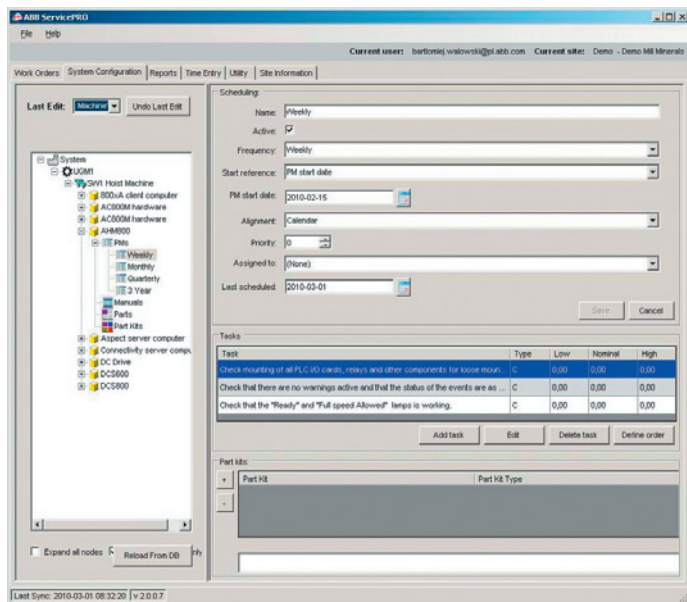
The unique foundation of the ServicePRO™ solution is a comprehensive “knowledge database” of service best practices specifically for ABB equipment. Maintenance personnel are empowered to be productive and consistently deliver high quality service. Internet synchronization to the ABB Master Knowledge Base Library updates the latest revisions to the library including new and improved preventive maintenance work orders.

Management reporting and results

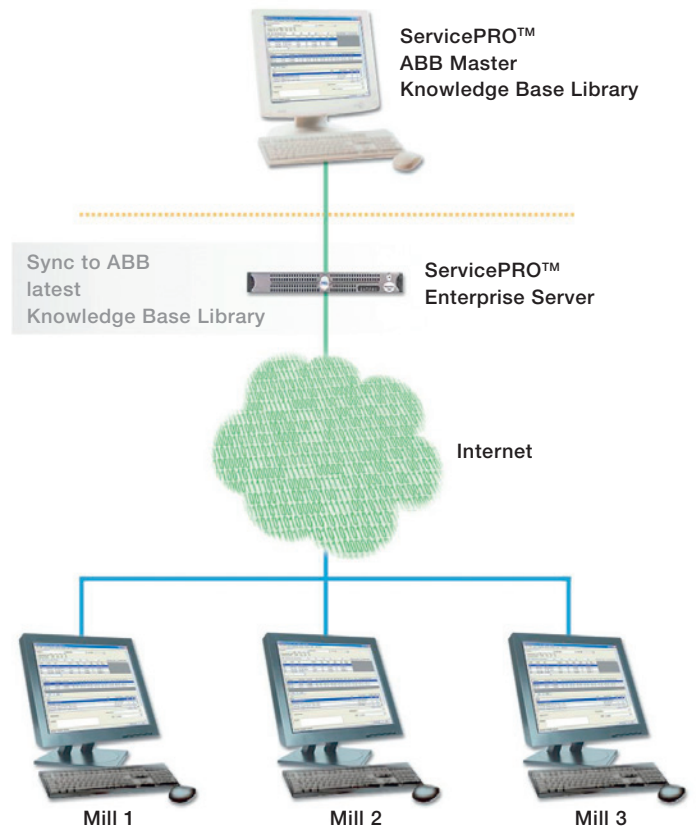
ServicePRO™ reports provide increased operational understanding, improved accounting for parts and materials and more accurate tracking of labor costs. Flexible reporting allows your ABB service engineer, or site managers, to drill into the information important to them, supporting business critical decisions. Generate standard reports that give complete visibility into your service operations, monitor what you’re doing right, and quickly identify what needs improvement.

Be assured you are getting results from your service maintenance contracts with reports that document contract compliance, assess service effectiveness and overall system performance. From a management perspective, ServicePRO™ offers you real-time awareness of your team’s activities and the reporting you need to proactively manage your operations.

ABB delivered maintenance services and the power of ServicePRO™ is carefully planned to minimize production losses, reduce maintenance costs and improve the profitability of an operation. In turn, this helps you achieve a competitive advantage with an explicit focus on improving their bottom line.



ServicePRO™ system configuration



ServicePRO™ functional principle

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ABB’s business unit Minerals is represented in the following countries:

Australia, Brazil, Canada, Chile, China, Egypt, Estonia, Germany, Greece, India, Indonesia, Latvia, Lithuania, Malaysia, Mexico, Norway, Oman, Peru, Poland, Saudi Arabia, South Africa, Spain, Sweden, Switzerland, Thailand, USA and Vietnam.

For contact details, please visit our website:

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