



How we protect our customers' prize assets

ABB has the largest installed base of automation products and systems in the world, worth more than \$100 billion. To ensure customers get the most from these important assets, ABB offers 24-hour tools to spot service problems before they occur and keep vital systems running smoothly.

Remote service is a direct response to the changing needs of customers and the constant pressure they face to reduce operating costs.

That pressure is now centered on process expertise, and customers are looking to companies like ABB to monitor and support their processes more efficiently and cost effectively than they themselves can.

Whereas other suppliers focus on a single product or system, ABB can offer unparalleled service and support for all process assets.

This capability is possible because of ABB's market and technology leadership in products and systems – from motors and drives to robots, instrumentation and control systems – coupled with a unique expertise in industrial processes like pulp and paper, metals, cement, oil and gas, and chemicals.

No other automation supplier has this breadth of asset and process expertise.

How it works

ABB's remote service concept puts a variety of methods and technologies at the customer's disposal to ensure that process assets are supported in the best way possible.

They include continuous remote monitoring of process components, online maintenance management of control systems, 24-hour call and field support, access to an extensive Web-based knowledge and solutions bank, and customized performance-related maintenance management contracts.

A key component in the offering is Optimize^{IT} Asset Optimizer, a software toolbox that monitors process assets and enables personnel – on site or off site – to pick up the first signs of abnormal performance and take the appropriate action.

Asset Optimizer focuses on those assets most critical to the process in order to predict their need for maintenance, prevent unscheduled shutdowns and ensure optimal performance.

If an alarm condition does arise, a built-in messenger service notifies personnel via e-mail, paging or mobile phone. Equipment can be linked up to an ABB center of excellence for diagnosis, or operators can themselves search ABB's extensive online knowledge bank for solutions and advice.

Asset Optimizer is part of the Industrial IT Extended Automation System 800xA, and is also available as a stand-alone installation.