

From: Automation Service
 Sent: Tuesday, September 29, 2015 8:34 PM
 Subject: ServicePort in Warranty Package at Outokumpu



Please forward as appropriate

PA Service

09 15

A marketing email for Process Automation Service



Safety

Have you reported 3 hazards?

In many parts of ABB, employees are required to report at least 3 hazards in 2015. Reporting hazards helps raise awareness of maintaining safe work environments. You may report hazards in the work place, during business travel or commuting. Don't look the other way!

- Code of Practice e-learning
- Service safety portal



Orders

ServicePort is warranty package

The Swedish service team has delivered a ServicePort to metals customer Outokumpu in a System 800xA upgrade as *the warranty package*. The order includes 800xA and Cyber services for one year. ABB Sweden will work to convert the warranty to a service contract. This is a creative way to introduce ServicePort!

- [Contact Henrik Hallin or Mikael Miglis](#)

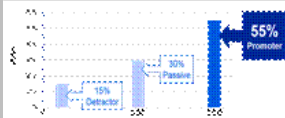


Case studies

NORPAC evolves Symphony

North Pacific Paper Corporation in Longview, Washington, USA, upgraded the interfaces from their Symphony control system to 3rd-party systems to the latest host computer interfaces to ensure high production availability and long life cycle value. Welcome Symphony back to PA by checking out this case study!

- [Read more](#)

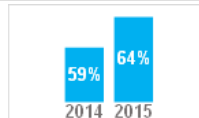


ServicePro

ServicePro Nets Promoters!

Last month we told you of an ABB Corporate Research study that showed a direct correlation between ServicePro utilization and customer Net Promoter Scores. Customers who use ServicePro a lot tend to be promoters. Now read the rest of the story!

- [Read more](#)



Sales Support

PA Service Promoter Score up!

ABB's Process Automation Service business has achieved a "Wave 1" Net Promoter Score (NPS) of 64%, up from 59% in 2014 and 48% in 2013, making it the third-leading unit in ABB in terms of NPS. Learn how to improve customer satisfaction even more!

- [Read more](#)

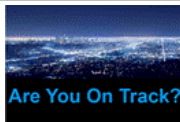


Spares and Consumables

More parts for Parts Fingerprint!

The Parts Fingerprint, delivered via ServicePro, identifies the risk to customers of parts non-availability, and thus drives parts orders. The risk profiles of all current parts configurations have been updated, with over 2 million updates! Take your customers' Parts Fingerprints!

- [Contact Greg Parsons](#)

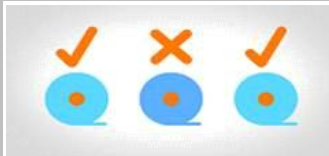


Event

ServicePort 2015 R2 webinars!

Webinars for ServicePort 2015 Release 2 are planned for October and November, with a focus on the Track predictive notification feature. Stay tuned! Catch up on webinars you may have missed below.

- QCS Performance Service
- Loop Tuning Accelerator
- LV Drives Performance Service

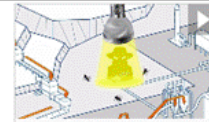


Videos

Transition Service animation!

The QCS Transition Performance Service automatically collects and analyzes data to produce key indicators of transition performance so customers can fix issues before bad product is made. See and send the video to customers!

- [Watch it on ABB TV](#)
- [Watch it on YouTube](#)



Advanced Services

Cyber resilience for systems

The costs of cyber-attacks are much higher than the costs for appropriate security measures. Read how the Cyber Security Monitoring Service – powered by ServicePort – can help reduce customer system vulnerabilities. Send it to customers and help protect them!

- [Read article](#)



Upgrades

[Cost-effective upgrades in India](#)

How did ABB Belgium reduce the final price by more than 25% and the total project time by more than 50% on the HMI conversion of 400 800xA INFI 90 Process Portal B displays? By sourcing the HMI graphics conversion from ABB India.

[- Read this and other examples](#)

Training

[Deliver 800xA Services](#)

A virtual classroom course [T866v](#) [Delivering 800xA Performance Services](#) taught by **Patrik Boo**, Product Manager for ServicePort and the 800xA Performance Service, begins Oct 13! Enroll through [ABB University](#).

[- View course description](#)

Knowledge Vault

[Service customer segmentation](#)

Service-Specific Marketing is a How-To-Win initiative designed to support ABB service people in achieving our Service Full Potential. [Learn how to segment customers and prospects by behaviors.](#)

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Don't look the other way
Safety is our first priority

ABB

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for a better world™