INDUSTRIAL AUTOMATION

ABB Food and Beverage Care
Service agreements built with care
**ABB Food and Beverage Care**
The global standardized service agreement framework that helps our customers

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**Cut complexity**
Less time wasted. Fewer hassles. Simplified service interaction.
Services performed safely and efficiently with one point of contact from the start through the duration of the contract.

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**Control cost**
More predictability. Fewer surprises. Consistent service delivery.
Structured approach with fixed annual pricing, so customers have a consistent experience every time.

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**Maximize capital**
ABB equipment. Your equipment. Customized service alignment.
Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

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1. We start with your assets so we’re on the same page
Drawing from our installation database, ensuring revision levels and performing a health check if desired

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**Control Systems**

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2. We work with you to understand your needs

<table>
<thead>
<tr>
<th>If you need</th>
<th>Timely local and remote support?</th>
<th>Added asset and process support?</th>
<th>Improved and updated skills?</th>
<th>New features and functions?</th>
<th>Parts and repair availability?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High asset utilization?</td>
<td>Lower production costs?</td>
<td>Longer asset lifecycle?</td>
<td>Higher production?</td>
<td>High asset and process reliability?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Then you should consider</th>
<th>Rapid response to issues.</th>
<th>Services supporting maintenance.</th>
<th>Training for plant personnel.</th>
<th>Equipment lifecycle support.</th>
<th>Equipment repair support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimized equipment and processes.</td>
<td>Reduced variable production expenses.</td>
<td>Increased return on investment.</td>
<td>Maximized asset and process availability.</td>
<td>Predictable asset and process performance.</td>
<td></td>
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</tbody>
</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response

Sugar production plant in Northern Europe wanted to preserve their most valuable asset: the expertise contained in the control engineering and operation procedures while increasing productivity and availability.

We meet that need with **RAPID RESPONSE**
Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: **Higher availability**
Equipment covered: ABB Ability™ System 800xA, ERP connectivity + batch management
Services include: Step-wise upgrade of SattLine system to 800xA, Service agreement with on-site response from ABB

2. Lifecycle Management

Belle-Vue brewery in Belgium needed to optimize production and keep its installations up-to-date with the latest technology.

We meet that need with **LIFECYCLE MANAGEMENT**
Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: **Optimized production**
Equipment covered: ABB Sattline control system, ABB 800xA Control System
Services include: Automation Sentinel subscription, Project execution with tight deadline, Controller code conversion

3. Performance Improvement

Sugar refinery in Switzerland wanted to improve operator performance, increase production capacity and extend automation system life cycle with no downtime.

We meet that need with **PERFORMANCE IMPROVEMENT**
Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: **Better asset performance**
Equipment covered: ABB Ability™ System 800xA
Services include: Upgrade of 800xA system with Service agreement and project executed with no downtime

4. Operational Excellence

CBN brewery in Bolivia needed to bring greater efficiencies to its brewery operations, increase capacity and quality, and protect the environment.

We meet that need with **OPERATIONAL EXCELLENCE**
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: **Improved operations**
Equipment covered: ABB Ability™ System 800xA, Connectivity to SAP ERP system
Services include: Service agreement, Optimization of KPI of utilities
4. We apply expert people, processes and tools to perform services
From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software

5. Let’s get started
Choose the options that optimize your agreement.

<table>
<thead>
<tr>
<th>Service</th>
<th>Entry Level Agreement</th>
<th>Pro Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Management Services</td>
<td>Prepaid Engineering Hours, Installed Base Update, ABB Service Desk, Contract Manager, myABB</td>
<td>Prepaid Engineering Hours, Installed Base Update, ABB Service Desk, Contract Manager, myABB</td>
</tr>
<tr>
<td>Rapid Response Services</td>
<td>Spare Parts, Corrective Maintenance, Mobilization to Site, Technical Support</td>
<td>Remote Troubleshooting, Training, Spare Parts, Corrective Maintenance, Mobilization to Site, Technical Support</td>
</tr>
<tr>
<td>Performance Improvement Services</td>
<td>Loop Performance Monitoring Service (*)</td>
<td>Loop Performance Monitoring Service (*)</td>
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</tbody>
</table>

(*) Optional to the standard service package