INDUSTRIAL AUTOMATION

ABB Oil and Gas Care
Service agreements built with care
ABB Oil and Gas Care
The global standardized service agreement framework that helps our customers

**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.

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

**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.

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

<table>
<thead>
<tr>
<th>Control Systems</th>
<th>Drives and Motors</th>
<th>Electrical Equipment</th>
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<tbody>
<tr>
<td>Instrumentation</td>
<td>Measurement Products</td>
<td>Power Products</td>
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<tr>
<td>Robots</td>
<td>SCADA Systems</td>
<td>Telecommunications</td>
</tr>
</tbody>
</table>

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>
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<tbody>
<tr>
<td>High asset utilization?</td>
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<td>Lower production costs?</td>
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<td>Longer asset lifecycle?</td>
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<td>Higher production?</td>
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<td>High asset and process reliability?</td>
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<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>Maximised asset and process availability.</td>
<td>Predictable asset and process performance.</td>
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</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response

Offshore oil producer in Brazil
Needed guaranteed response time for corrective maintenance, recommended spares and control system synchronized to GPS.

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

Customer Benefit: Higher availability
Equipment covered: ABB Control systems, ABB Drives, and ABB Electrical Equipment
Services include: Corrective Maintenance, Recommended Spares, and Engineering Services

2. Lifecycle Management

Offshore oil producer in Asia
Needed resident expertise, preventive maintenance, and more training for personnel.

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

Customer Benefit: Better asset performance
Equipment covered: ABB 800xA Integrated Control and Safety System
Services include: Resident Service Engineer, Preventive Maintenance, and Training

3. Performance Improvement

Offshore oil producer in the UK
Needed continuous control system and process optimization, cost-effective parts management and resident ABB expertise.

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

Customer Benefit: More quality production
Equipment covered: ABB 800xA Integrated Control and Safety System
Services include: Equipment Optimization, Parts Audit and Management, and Resident Service Engineer

4. Operational Excellence

Offshore oil producer in Norway
Needed to improve asset optimization, reduce operating costs and increase production efficiency to raise its recovery factor.

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 800xA Integrated Control and Safety System, Information Management System, and Telecommunications Systems
Services include: 24/7 Service Support, System Modification Services, and Remote Condition Monitoring
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

- Global installation database clarifies customer assets and revisions.
- Standard software platforms facilitate Field Service Management and Advanced Services Delivery.

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