ABB FIELD SERVICE MANAGEMENT

Keep production running while maintaining optimal performance

Faced with shrinking budgets and market pressures, plant managers may under estimate the importance of a service plan. A well-planned and executed service program will ensure maximum uptime, reduce overall costs, and contribute to the safety of people and processes.

ABB service personnel are trained in the latest diagnostic, repair, and service practices to ensure high value for your production equipment investment.

The right service will help:
- Achieve higher availability
- Improve meantime between failures
- Reduce meantime to repair
- Maintain optimal production

Field Service Management
Field Service Management is how ABB delivers state-of-the-art services. It is based on a set of tools and processes designed to fulfill customer needs, keep production running and improve asset performance.

These standardized tools and procedures allow us to serve all types of ABB assets and maximize efficiency and safety by:
- Presenting a full picture of all installed equipment
- Offering maintenance based on globally gathered KPI’s
- Optimizing spare parts inventory, by aligning parts needs with service
- Providing a vehicle to manage obsolescence
- Managing service compliance

The ABB field services team is global, with more than 26,000 professionals providing fast, reliable, and efficient response.
### Maintenance Service Offering

ABB’s maintenance portfolio encompasses services to manage equipment lifecycles, service activities, capital planning as well as diagnostics. It also features global best-practices for rapid response, lifecycle management and performance improvement.

#### Rapid Response

Given constant technology changes and the dynamics of reactive maintenance, it is difficult for plant managers to consistently adhere to an automation service program. It is often more effective to rely on outside experts who provide these services on a demand basis.

ABB can support in-house resources when there is a lack of maintenance personnel capacity or capability to conduct needed service. ABB brings in-depth knowledge and expertise to servicing your automation assets.

During emergencies, during unplanned downtime or when processes fail, we are there to provide fast and flexible service response to maximize equipment availability.

#### Lifecycle Management

Process automation is designed to support reliable and safe operations. Over time, normal wear and tear degrades the reliability and accuracy of even the most robust process automation.

Our service solutions help extend, analyze and optimize the lifecycle of assets. We provide information on the condition of assets and the lifecycle of components, to help identify and mitigate potential risks with lifecycle assessments.

We also assist with independent, on-site calibration in accordance with agreed schedules to ensure specific industry regulatory standards are met. All equipment used is certified and fully traceable according to national accreditation standards in your country (e.g., National Institute of Standards and Technology in the US, UK Accreditation Service, etc.).
Performance Improvement
We provide assistance to improve the reliability, availability and safety of assets and production processes to increase speed and yield. We also help customers get the most from industry-specific advanced services and IT tools.

ABB performs verification in cases where full certification is not needed or possible. Using special hardware/software packages, we can perform predictive diagnostics on specific automation to verify performance and compare results against original manufactured specification.

Care
All the services in the Industrial Automation portfolio are offered through a Care service agreement. Care is a global, standardized framework for service agreements ensures consistent service delivery and helps customer reduce complexity, control costs and maximize the value of critical investments.

We offer variety of contract models that cover a range of maintenance strategies – from reactive to predictive – so we can build the right Industry Care package for each customer.

Let’s get started
The key to providing world-class service is to respond quickly, and provide better solutions than can be found elsewhere. ABB provides a range of reliable maintenance services to keep production running and performing at an optimal level.

Contact your local ABB representative to get more information on how ABB can support you with your maintenance needs.