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# Service

ABB serves an extremely broad spectrum of industries and utilities, with each sector requiring its own technologies and facing its own specific challenges. Looking across the range, however, there are also many common developments and tendencies. One example lies in the field of service. Traditionally, plant and equipment operators employed in-house service teams. The role of manufacturers was often restricted to supplying spare parts or offering specific advice. Many customers, however, are rethinking this strategy. Contributing factors include the increasing complexity of equipment, pressure to further raise levels of productivity in a globalized and competitive market, and the prospect of losing vital knowledge as personnel retire.

ABB is responding by broadening its service capabilities. With ABB on board, customers can benefit from the company's extensive knowledge and tool base in maintaining and upgrading equipment.

For example, the best way to avoid unplanned downtime is through the timely recognition of the causes of failure. In many cases, many of the signals containing clues are already measured, but often remain marooned in the field. The collection and analysis of this data opens hitherto untapped capabilities in diagnosis and prevention, enabling the transition from a reactive to a proactive approach to maintenance.

*ABB Review* 4/2012 will be dedicated to service and visit different angles and aspects of the service offerings and activities of the company.