

Customer Services

It's all about performance



The **heart** of Robotics

ABB

Value Based Productivity Solutions



ABB's objective is to provide a complete portfolio of solutions to Install, Optimize, Support and Maintain your process and systems at peak operating efficiency. We have developed and focused on a methodology to dig deep into the business issues that are challenging our customers. To that end, we have created a business solution called Value Based Productivity Solutions (VBPS) that is tailored to a customer's specific business needs and productivity drivers.



The VBPS process has three distinct characteristics. It starts with a structured assessment of the various issues affecting your business.

1) Assessment -

an Overall Equipment Effectiveness (OEE) audit of your specific process or operation is performed to gain a common understanding of your:

- current state of assets
- relative production efficiency
- maintenance & safety issues

2) Productivity Solution Design -

from the results of the assessment, productivity improvements and/or operating cost reductions are identified and recommended to meet your specific requirements.

3) ROI Based Solution -

ABB can implement a solution will be based on a systematic Return On Investment calculation that provides meaningful savings or improvements to your business.



"Within 4 months of assessment, productivity in one line increased from 90 jobs/hour to 120 jobs/hour, saving the plant more than US\$ 2 millions in annual overtime premiums. Nine months after the assessment was completed, the production line averaged more than 140 jobs/hour."

An automotive Tier One.

ABB is dedicated to optimizing the performance of your automation system throughout the entire life of its installation. Our extensive customer service portfolio is designed to improve your productivity and add value to your business. By constantly adapting and improving our service offering, we can meet your needs for advanced services quickly and efficiently.

Our customer service portfolio



Parts and Logistics



Field Services



Training



Productivity
Improvement Projects



Performance
Services Contracts

Value Added Services for Bottom Line Results



ABB offers you partnership for productivity improvement

At ABB, customers are Number One. Our customer service organization revolves around the immediate and long-term needs of our customers. Our philosophy is simple-to continuously improve our products, technology and services-to provide our customers with the best value.

We offer a comprehensive suite of services that is designed not only to provide the highest level of production uptime possible but also improve your processes and overall productivity.

Services on Products & Systems and Asset Performance Services

- **Parts & Logistics** - control your expense while increasing availability
- **Field Service** - secure the availability of your production line
- **Training** - keep your workforce sharp and motivated
- **Productivity Improvement Projects** - increase your productivity
- **Performance Services Contracts** - optimize the performance of your industrial assets

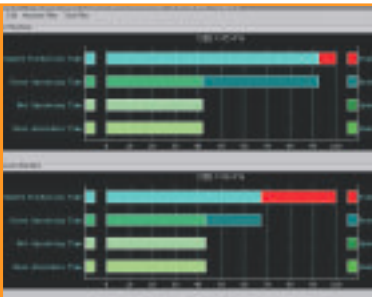
Our Global Service organization

A complete portfolio of products and services to enhance and increase productivity and performance.

- Total support 24 hours support line.
- Significant spare parts inventory and delivery infrastructures; a worldwide logistics centre with additional regional distribution centres provides you with the right part at the right place in the right time.
- The largest and most comprehensive field service network, existing of 1500 robotics engineers in 35 countries, to provide the right technical support, any time, any place.
- Service centre facilities for robot repair and reconditioning in more than 25 countries.
- Standard and custom training courses, complemented by a consultative needs analysis approach. ABB trains 10000 students per year in more than 20 different languages.



Technologies for Service



As a technology leader, ABB puts a strong focus on the development of IT tools that, combined with the expertise of our technicians, strengthen the value of our service solutions.

ABB specialists with You anywhere

From basic troubleshooting assistance using remote teach pendant display in our call center, to complete robot cabinet remote control, for maintenance and monitoring purposes, ABB provides its Customers with customized solutions.

Apart from saving on site technicians costs, the real benefits result in higher productivity:

- Quicker and more reliable diagnostic
- Faster troubleshooting to speed-up production restart
- Safer production parameters and backup services
- Easier production analysis and program optimization

The minimized Maintenance Cost and best Availability Balance

ABB has developed a robot condition monitoring software Suite including its own methodologies, allowing:

- Appropriate maintenance for each robot usage and each robot age
- Minimized maintenance plan for minimized cost

- Life time best availability
- Specific situation analysis

Your Inventory Management Tool

SmartSpares is an inventory tracking and management system utilizing a web-based software. It could be connected to spare part cabinets or rooms or used as automatic replenishment functions.

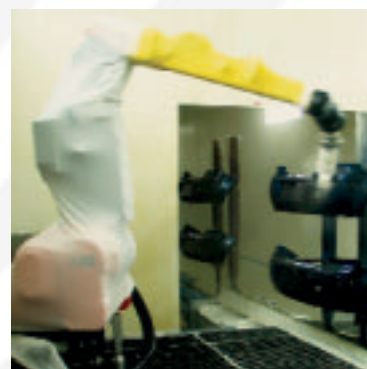
SmartSpares can be purchased as a stand alone product or as an inventory management service whereby ABB maintains all of your inventory needs.

The Line Performance Solution

Real-TPI is a real-time performance measurement and analysis software that improves plant productivity by identifying way to increase OEE (overall equipment effectiveness).

Real-TPI benefits:

- Provides solid performance data and advanced tools for analysis
- Works-out real-time production efficiency data
- Easy to track daily progresses, easy to react to problems



By using RobotStudio software, ABB managed to decrease very quickly validation and programming costs by a third. Complex motion programs such as circles have been completely programmed off-line with high precision, thus improving the quality of parts produced.

Thanks to RobotStudio, plant flexibility has been improved by allowing to work on different new scenarios while production is running. Time to market has therefore been reduced by twice!

The payback of this investment was less than six months.

Fuel Tech, gas tanks.

The heart of Robotics



Over the last three decades, ABB has remained committed to building and strengthening relationships with customers, integrators and partners throughout the world.

Underpinning this commitment is our belief that at the heart of innovative robotics lie mutual trust and confidence.

This belief has helped us to achieve clear leadership in a demanding field.

Today, in the automotive, metal fabrication, foundry, plastics and consumer industries, our wide range of products and solutions help to pave the way for optimised production. Across the world, our global network of sales and service centres, and our carefully selected partners, make ABB products, systems and services available wherever they are needed.

Welcome to ABB - the heart of robotics.



www.abb.com/robotics

Customer Service - Call Centers

The below table intends to help you locate and contact the local call centers within the Customer Service organization.

Algeria - +1 614 261 2798 **Argentina** - Buenos Aires +54 114 229 5500 **Australia** - Sydney +1 800 222 435 **Austria** - Perchtoldsdorf +43 1 60109 3779 **Belgium** - Zaventem +32 2 718 6535
Brazil - Sao Paulo +55 11 3688 9944 **Canada** - Brampton +1 905 460 3431 **China** - Shanghai +86 21 5048 0670 **Czech Republic** - Prague +420 222 83 22 06 **Denmark** - Fredericia +45 762 32 911 **Egypt** - Cairo +2 01 23 292122 **Estonia** - Rae Vald Harjumaa +372 6801750 **Finland** - Helsinki +35810 22 26648 **France** - Saint-Ouen l'Aumône +33 810 020 000 **Germany** - Friedberg +49 6031 85 307 **Hungary** - Budapest +36 14432157 **India** - +91 80 8395181 **Indonesia** - Tangerang +62 215909955 **Ireland** - Dublin +353 (0) 14057300 **Israel** - Tirat Carmel +972 48502111 **Italy** - Sesto San Giovanni +39 02 24143347 **Japan** - Kobe +81 78 991 4507 **Korea** - Chonan +82 41 259 2351 **Luxembourg** +32 2 718 6535 **Malaysia** - Subang Jaya/Selangor +603 5628 4429 **Mexico** - Tlalnepanitla 018001122221 **Netherlands** - Rotterdam +31 10 4078 869 **Norway** - Oslo +47 228 72400 **Poland** - Warsaw +48 22 516 4413 **Portugal** - Alfragide +351 21 4256 103 **Romania** - +40 21 310 43 80 **Russia** - Moscow + 7 095 103 27 97 **Singapore** - Singapore +65 62227778 **Slovak Republic** - Bratislava +421 2 59 41 87 31
South Africa - Johannesburg +0861488488 **Spain** - Saint-Quirze del Valles +34 93 728 8700 **Sweden** Västerås + 46 077 122 0024 **Switzerland** - Zürich + 41 (0)844 845 845 **Thailand** - +661 874 4119 **Taiwan** - Taipei + 886 2 2601 5025 **Turkey** +90 224 524 8560 **United-Kingdom** - Milton Keynes +44 1908 350400 **USA** - Auburn Hills +1 800 435 7365