## *Title options:*

**Service across the Americas**

*Marici Santos, Americas Regional Service Manager*

ABB is a vast organization with more than 140,000 thousand employees around the globe. That gives us a tremendous pool of talent and resources to draw from. The challenge with such a large organization is how to best put all of that talent at our customers’ disposal.

I will admit we haven’t always done a good job of that. We sometimes worked in silos of expertise rather than coordinating our efforts to best meet the needs of our customers. I am happy to say that, for our service organization, ABB took a major step toward improving the set up by creating a more customer-focused approach.

Our recent reorganization brought together all the service resources for the Americas within a single group. Similar organizations were created in two other regions: Europe & Asia and Middle East & Africa. Our Americas service organization is new, so we are still evaluating how best to capitalize on the resources at our disposal, but I believe you will begin to see the benefits in the months to come.

One benefit will be increased sharing of expertise. The knowledge gained by ABB experts in chemicals and oil & gas in North America will be more readily available to South American customers working in those industries. And the very-experienced team of mining-industry experts in South America can lend their support to customers in mining operations.

How do we overcome the logistics of exchanging expertise and providing service across such vast distances? We took the lead from some of our major global customers in overcoming that problem. More and more organizations are consolidating their operational centers, creating single, regional monitoring and control systems.

ABB supports this trend as a leader in remote monitoring, control, and service for widely dispersed facilities. ABB has a number of approaches to remote service delivery that puts ABB expertise at your disposal without the delays and expense of physically visiting your site.

Our ABB ServicePort™ and Remote Care Service Delivery Platforms, for example, provide a secure, remote interface between your experts and ours. It’s been successfully used at more than 200 sites. And we recently demonstrated a telepresence robot – an expert on wheels – that enables content-rich, two-way communication between our remote expert and your local personnel. Wherever you need us, we can be there.

I am excited to lead this new service organization and explore new and better ways to support our customers. Whether our experts visit your site in the flesh, interacts with your experts using remote communication links, or works side-by-side via a telepresence robot, the ABB team is available to provide the support needed to meet your service requirements.

For more information please contact:

**ABB Inc.**

Anne Roberts-Kraska

3700 W Sam Houston Pkwy South

Houston, TX 77042

Phone: 713-587-8035

[**www.abb.com**](http://www.abb.com)

Note:

We reserve the right to make technical changes or modify the contents of this document without prior notice. With regard to purchase orders, the agreed particulars shall prevail. ABB does not accept any responsibility whatsoever for potential errors or possible lack of information in this document. We reserve all rights in this document and in the subject matter and illustrations contained therein. Any reproduction, disclosure to third parties or utilization of its contents – in whole or in parts – is forbidden without prior written consent of ABB.

© Copyright 2015 ABB Inc. All rights reserved.