Utilities and industries face a growing number of international and local standards that address cyber security crime and risk. This means companies need to build up IT/OT cyber security expertise, so they can respond to these standards and implement the required measures.

Patch Management is one of the most important layers of protection for handling the cyber security of modern systems and ABB offers its expertise and knowledge of international standards in support of our customers. Instead of spending hours online searching for the correct update for your critical system, ABB’s Patch Management Services will send you the correct patches that are tailored to your system.

**Tested updates and procedures**
ABB evaluates security updates from third-party software such as McAfee, Symantec, Adobe, Microsoft and other operating systems with respect to relevance, and compatibility with grid automation products. ABB tests, verifies and approves updates in a running system before distributing them to our customers. In this way we ensure that all the updates we provide are safe and will not harm our customers’ systems.

**Benefits of ABB Patch Management Services**
- Keeps systems secure against known cyber vulnerabilities
- All updates are pretested in a running system and approved for ABB and third party products
- Saves time by keeping system security up-to-date without having to search for correct updates on the internet
- Updates are deployed at your convenience
- Fast availability of correct updates and patches

**Technical data**
ABB is focused on the following standards in ABB products and services:
- IEC 62443
- NERC-CIP
- BDEW Whitepaper
- ISO/IEC 27019
- IEC 62351

Keeping your system up to date is one of the most effective weapons against cyber-attacks. Outdated computers that have not had security updates or patches installed are an open door for hackers. Protect your business by keeping your system secure with ABB’s Patch Management Services. Our services ensure that your system is protected against known cyber vulnerabilities.
Three solutions

We offer three different service solutions to meet different customer requirements: simply choose the service that best suits your needs. We can service systems using safe and secure remote access, as well as remote locations without internet. You may use your own IT staff for installation, or an ABB Service Engineer will do it for you. Naturally, you have the freedom to install patches and updates at times that will have the least impact on your business.

**DVD**
The DVD service is for customers with in-house cyber expertise who want flexibility in terms of update deployment. For example, with this service a customer can take the update DVD to each substation and install update files on each computer at their own convenience. This cost effective service solution does not require an internet connection.

**Remote**
The Remote service provides a safe and secure remote access from ABB to the customer site. Required updates for selected systems are easily provided each month to customers in minutes, eliminating the need to hand-pick updates from the internet. This reduces the risk of mistakes, such as accidentally selecting the wrong update.

**SMSTool**
The SMSTool service is a comprehensive and methodical process that takes into consideration all aspects of the standard requirements for cyber security, and more. Customers do not need cyber experts on staff, at the site; ABB Service experts do all the work. The SMSTool is a secure, safe way to ensure system updates using ABB’s local expertise. No internet connection is required, and a number of checks are done as part of the process. For example, backups are made after the final update, and provided to customers for safe keeping.

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**ABB Patch Management Services delivers versatile solutions to fit every customer’s need.**

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<tr>
<th></th>
<th>DVD</th>
<th>SMSTool</th>
<th>Remote access</th>
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<tbody>
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<td>Instant installation</td>
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<td>Requires Internet connection</td>
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<td>Customer staff required</td>
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<td>ABB Service Engineer</td>
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<td>Customer responsibility to install updates</td>
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<td>ABB responsibility to deploy updates</td>
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<td>Detailed procedure including backups</td>
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<td>Instruction for deployment</td>
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<td>Cost efficient</td>
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Contact your local service and sales support team to discuss your requirements further.

For more information visit:
new.abb.com/service