

# Software Lifecycle Service Agreement

Optimal performance and sustained benefits of your ABB software installation



Based on our extensive experience and a true understanding of customer needs, ABB has developed a global, standardized framework for software lifecycle service agreements tailored to fit exactly your unique needs related to ABB Ability™ Expert Optimizer and other digital applications from ABB.

We take care of your software installations, so you can take care of your business.

A software lifecycle service agreement provides you with access to expert support that helps your team use our software more effectively - enhancing productivity, improving performance, and reducing long-term costs. Through this agreement, ABB's service organization provides advanced technical support, builds your teams' capabilities, and actively involves you in product updates to ensure our solutions evolve with your business needs and industry trends.

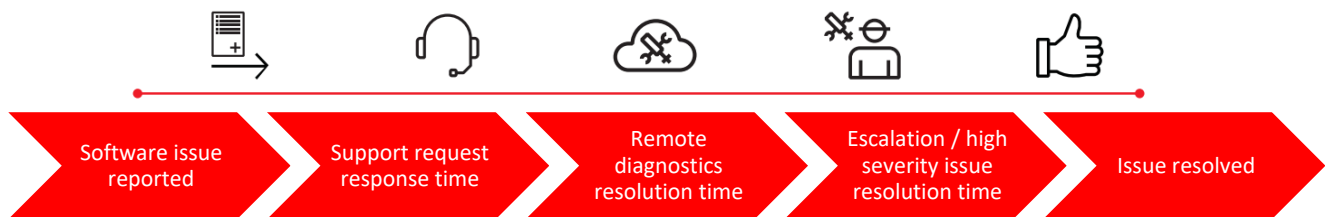
A **subscription license** provides a basic support contact and the right to upgrade ABB software – ensuring your access to product enhancements and new features as they are released.

Our **Service Level Agreement (SLA)** allows you to choose your preferred support options, including guaranteed response times for remote support, the frequency of performance reports and meetings with a dedicated Customer Success Manager, the number of pre-paid service hours for competency development, solution tuning and upgrade activities. You'll also gain access to the myABB - myTicket platform that simplifies incident management and case tracking. For business-critical issues, a 24/7 Support Line is available to ensure rapid resolution.

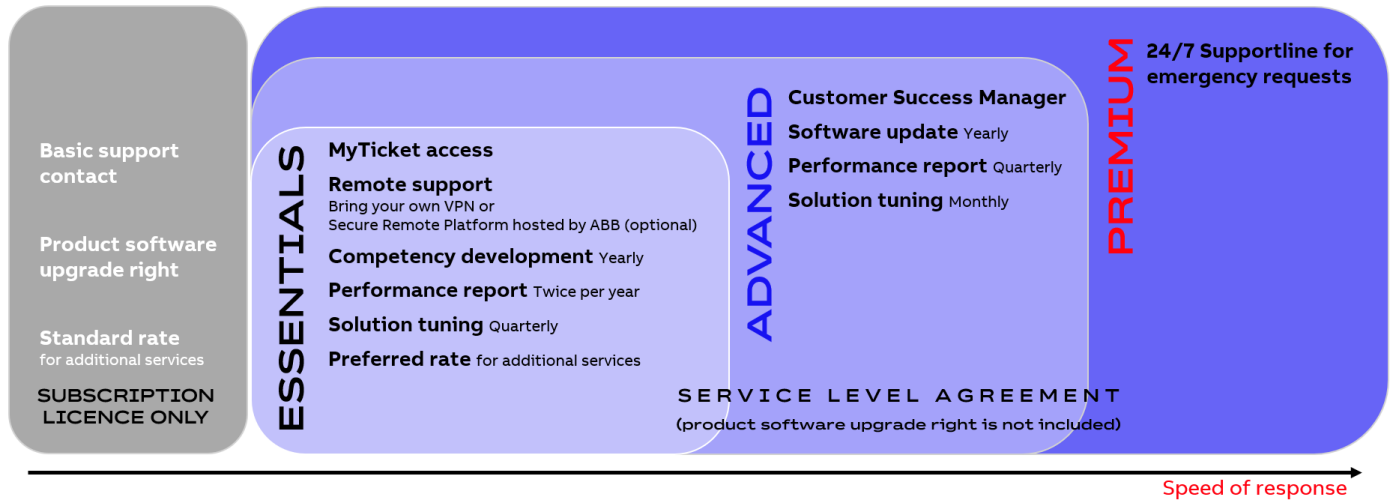


Sample solution performance reports

## Flexible support packages to match your expectations



ABB's service level packages optimize your software performance, shorten response time, and speed up issue resolution with high satisfaction rates.



#### Guaranteed support request response time

ABB ensures timely response to service requests. The maximum allotted time to acknowledge reception of the requests can be aligned with the performance guarantee depending on the support program selected by the customer.

#### Efficient escalation of high severity incidents

Remote diagnostic and troubleshooting services ensure efficient escalation in case of recognized high-severity incidents, to comply with the mutually agreed performance indicators for high-severity issue resolution time.

#### Remote diagnostics and troubleshooting

ABB service organization provides remote support services that rely on the troubleshooting guidelines and a knowledge base, thus accelerating the process of determining the root cause and providing a solution. The maximum allotted resolution time can be defined in the program.

#### Assessment of customer satisfaction

ABB service organization ensures a feedback mechanism after service interaction addressing high-severity incidents. We also assess the overall satisfaction with issue resolution – to capture customer experience and identify areas of improvement



ABB's Customer Success and Service team plays a pivotal role in ensuring long-term customer engagement and satisfaction



### Customer Success Manager

Your Customer Success Manager is responsible for maintaining your service contract and ensuring your continued satisfaction with the software. You will receive performance reports and tailored ABB recommendations, provided through regular review meetings.



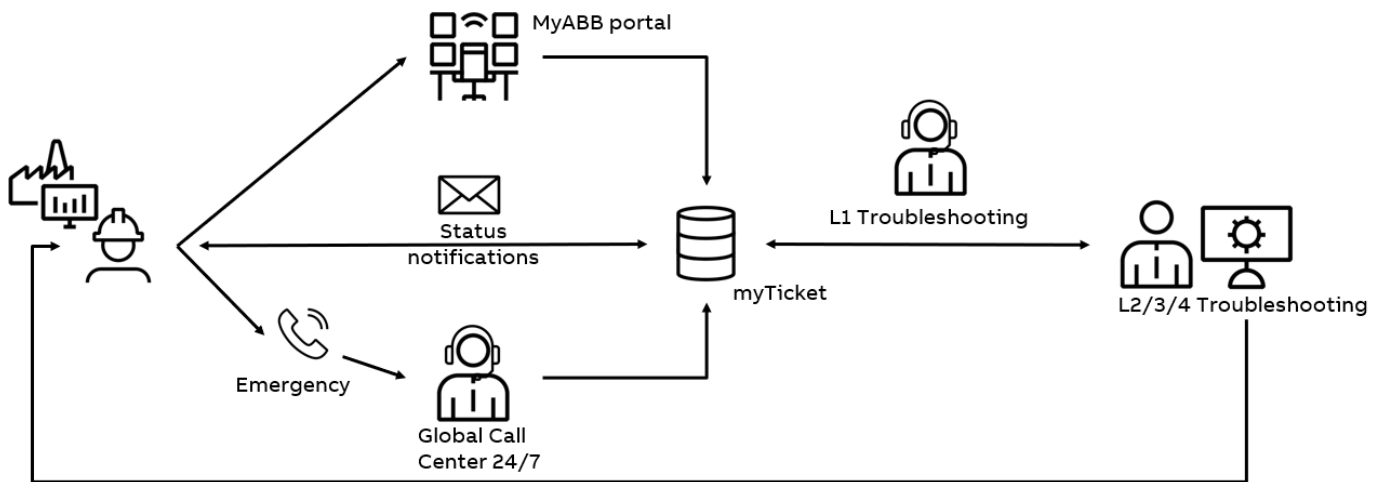
### Solution tuning & performance report

ABB experts ensure that your installation operates at peak performance and evolves in step with your processes. We work with you to define performance targets and develop a tailored action plan to achieve them through regular solution tuning and performance reporting.



### Competency development

The included training offers a flexible way to build in-house expertise and achieve certification. Let us know how many team members will participate in a customized annual course or problem-solving session. Your feedback helps shape ABB software to better match your requirements.



### myABB - myTicket access

This service includes an unlimited number of support cases, questions, and change requests, all managed through a web portal that provides a clear overview of your included installations. Each request is tracked with a unique ticket number, ensuring transparency and traceability. Response and resolution times can be defined in your SLA package.

### 24/7 Support Line

Our remote assistance will be available if you opt for 24/7 Support Line to make sure your issues are addressed with minimum delay. Once you raise an incident through our call center, one of our on-duty experts will contact you directly and remotely connect to start working on the incident resolution.

### Secure Remote Platform (SRP) hosted by ABB or Bring your own VPN

Remote connectivity is a pre-requisite for Essential, Advanced and Premium service packages. SRP is a secure remote solution for engineering and file transfer provided by ABB. If you wish to use your own VPN, it is the responsibility of the customer to maintain it and provide credentials to ABB personnel.



### Product software upgrade right

Get your software subscription license to gain access to regular upgrades, enhancements and new features as soon as they become available. Take advantage of the latest security patches and performance optimization tools beyond the warranty period.



### Software update

Customers holding subscription license are entitled to access pre-paid service hour packages defined in SLA, enabling them to update their system solutions to the latest software version with greater ease and efficiency – on the yearly basis.



### Additional services

Purchasing additional engineering hours at preferred rates - on the top of your software subscription license or service package - will give you full control over the costs associated with software maintenance or configuration changes to ensure compatibility with other interconnected systems you use.

## Contact us

[new.abb.com/industrial-software](http://new.abb.com/industrial-software)