Remote maintenance support for analyzers made easy.

ABB Ability™ Remote Assistance for measurement devices
Measurement made easy.

ABB Ability™ Remote Assistance

Remote Monitoring of analyzers helps in analyzing any condition in the asset and helps in troubleshooting the cause remotely without the need for a site visit saving time, money and effort.

ABB Ability Remote assistance is an on-demand, expert remote support solution for ABB Analyzers.
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Would you like to have peace of mind, knowing that there will be a quick expert support available for your analyzer without waiting for someone to visit the site? Would you like that ABB expert to know the issue and the spare part to be replaced before he/she visits the site and avoid re visits?

At industrial facilities, site engineers keep a variety of complex equipment running round the clock. As systems become more and more specialized and complex, it becomes difficult for site staff to maintain and repair all equipment.

Traditionally, when analyzers face any abnormality in their operation, expert support is sought from the OEM, who would arrange a site visit and provide on-site support which is time consuming and may require multiple visits.

The ability to get the access to complete analyzer information remotely with support from an ABB analyzer expert, giving you the ability to make an informed decision by looking at live and historical data, makes all the difference.

ABB Ability Remote Assistance is an on-demand expert remote support solution for ABB Continuous Gas Analyzers. The analyzers are connected to an edge device (Micro Edge) which has a built-in 4G modem and can be connected securely to an external 4G network. ABB service engineers and customers can access the analyzer remotely via TeamViewer (Remote desktop application) or via local network.

Standard offering of the product includes:

- **Provides accurate fault finding which leads to a correct root cause analysis helping you in reduced downtime of the analyzer**
- **Remote and secure access to ABB service engineers and specialists helping you in reduced site visits**
- **Quick issue identification and resolution to reduce related downtime**
- **Direct remote access to the device, no burden of knowledge/support by customer personnel**
- **Optimized cost of ownership**
Solution architecture

Service event

4-5 DAYS
Traditional on-site service troubleshooting

1 DAY
NEW CASE - Customer call

1 DAY
ACCESS DEVICE

1-2 DAY
DATA COLLECTION

1 DAY
PROBLEM IDENTIFICATION

Information collection
Analysis
Schedule & travel
Resolution

1 - 1.5 DAYS
ABB Ability™ Remote Assistance

NEW CASE - Customer call

ACCESS DEVICE

DATA COLLECTION

PROBLEM IDENTIFICATION

Information collection
Analysis
Schedule & travel
Resolution

Customer value

Solution value: Helping you stay a step ahead with remote analysis

- Information is regularly collected and analyzed by ABB, providing a full history of benchmarks - and allowing for pattern recognition
- Faster resolving time due to case specific service recommendation and better preparation of service calls

Edge device that enable connectivity

- Hardened edge gateway-
  - Device is hardened to prevent any unintended access/use
- DSAC certified-
  - Checking unwanted opened ports, robustness test, vulnerability assessment
- Built in Firewalls
- Secureboot
- Built in TPM 2.0 chip
- Achilles Level-2 certified
- Remote support offered with secure access to edge gateway using TeamViewer Tensor

Edge device that enable connectivity

- 3G/4G connection/corporate network
- Industrial microEdge with remote service, 3G/4G/Ethernet, remote HMI, Diagnostic SW
- Built in Firewalls
- Secureboot
- Built in TPM 2.0 chip
- Achilles Level-2 certified
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Solution architecture

- ABB Service
- PC/Laptop
- Cloud
- ABB
- Customer
- Customer maintenance
- Micro Edge device
- ABB Analyzer

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Service delivery process

Analyzer Installed Base (IB) mapping on site and service scope planning
You and local ABB experts will review the IB of analyzers to be considered in the scope of service. Service agreement will be customized to your need.

Finalizing Measurement Care Agreement
You can choose from various options available in a service agreement (Measurement Care agreement) ranging from self service to rapid response to condition monitoring or Predictive maintenance. ABB Ability Remote Assistance can be found in the rapid response category.

Connecting analyzers to MicroEdge devices
ABB Service Engineer will visit the site and perform the installation of edge device and establish connection of analyzers for remote assistance.

Live data access
You or ABB Service engineer can access the live data of analyzer using Software tools.

Making the right decision
Proactive informed decision making reducing downtime and costs.
The solution is offered as part of Measurement Care agreement under rapid response category. Standard offering of the service includes:

- MicroEdge with Internal GSM Modem (Edge Device)
- TeamViewer Tensor host (Remote desktop application)
- McAfee AntiVirus (Antivirus)

As part of our digital offering, ABB provides on demand expert availability and remote support.

You can choose to add the following options as part of a Measurement Care Service Agreement:

- Dedicated channel for support
- Hardware and software supply and installation
- Guaranteed response time
- Up to 24/7 specialist availability
- Up to 24/7 spare parts availability on stock
- Access to factory support
- Integration into myABB customer portal