

# ABB drives channel partner network

ABB medium voltage drives from authorized partners



**ABB**

# ABB drives channel partners – the answer to evolving customer needs

**ABB continuously strives to improve the way it serves its customers. The ABB drives channel partner program is designed to meet local customer needs in a globally competitive environment.**

A pioneer in AC drive technology, ABB started research in the 1960s and industrial production in the 1970s.

Today, ABB is a world-leading supplier and technology leader of drives and related services – the result of years of successful product development in close cooperation with its customers.

Yet the nature of an evolving global economy demands that ABB continually seeks ways to better serve its customers.

ABB has developed an international drives channel partner network that offers fast, effective and reliable sales, support and services to its customers.

## **Who are ABB drives channel partners?**

ABB drives channel partners are local representatives of ABB's standard medium voltage drives business. They are trained and authorized to support you in drives related issues – from consulting and drive system components dimensioning to project management or even after-sales services.

ABB's high-quality standards are maintained by a comprehensive training program, demanding company authorization procedure and ongoing re-audits of existing channel partners.



### **Customer benefits:**

- High-quality MV drive products and services from ABB offered by dedicated and authorized local business partners
- Access to competent channel partners who have been trained by ABB drives experts
- Globally consistent program
- Short response time to customer requests
- Easy access to all the knowledge of ABB's international network of drives experts
- Channel partners have access to ABB's advanced tools, processes and support to ensure that all customer requests are handled consistently, fast and efficiently

# Global quality with local availability

The ABB drives channel partner network offers global quality with local availability. It is a network of authorized partners that takes the sales, support and service business where it belongs – close to the customer.

ABB drives channel partners can be grouped into four main categories. Each category is designed to meet the different customer needs.

The customer will always have access to ABB MV drive's complete service offerings, which will be provided by ABB or ABB's channel partners. The fulfillment of these offerings is backed by professional ABB training and advanced tools.



## ABB drives channel partner categories



	ABB mv drives Authorized Sales	ABB mv drives alliance Sales and Support	ABB mv drives alliance Sales, Support and Service	ABB mv drives alliance Technical Service and Support
Sales	<ul style="list-style-type: none"> <li>dedicated and trained sales personnel</li> </ul>	<ul style="list-style-type: none"> <li>dedicated and trained sales personnel</li> </ul>	<ul style="list-style-type: none"> <li>dedicated and trained sales personnel</li> </ul>	
Support		<ul style="list-style-type: none"> <li>offering drive &amp; drive system components</li> <li>pre-sales technical support</li> <li>project management of drive system</li> <li>trained and authorized sales &amp; support personnel</li> </ul>	<ul style="list-style-type: none"> <li>offering drive &amp; drive system components</li> <li>pre-sales technical support</li> <li>project management of drive system</li> <li>trained and authorized sales &amp; support personnel</li> </ul>	
Service			<ul style="list-style-type: none"> <li>maintenance services</li> <li>spare parts and logistics</li> <li>warranty handling*</li> <li>off-site technical support*</li> <li>trouble shooting*</li> <li>commissioning*</li> <li>trained and authorized service personnel</li> </ul>	<ul style="list-style-type: none"> <li>maintenance services</li> <li>spare parts and logistics</li> <li>warranty handling*</li> <li>off-site technical support*</li> <li>trouble shooting*</li> <li>commissioning*</li> <li>trained and authorized service personnel</li> </ul>

\*product & partner specific



[www.abb.com/motors&drives](http://www.abb.com/motors&drives)