

CASE STUDY

Argentinian mill increases equipment and process reliability with ABB ServicePro™



A comprehensive knowledge base, ServicePro manages service calls, spare parts inventories and scheduling to reduce emergency repairs

01 By supplying operators with deep visibility into their control systems, ABB ServicePro ensures plant managers can prevent problems before they start.

Automating service to optimize production

To produce the high-quality products that a leading Argentina paper manufacturer is known for, the company keeps its control system automation in peak condition through proactive maintenance provided by ABB. To build on this success, the company turned to ABB for more control over and deeper insights into their maintenance activities, operations and processes.

Challenge

- Optimize paper machine performance and efficiency
- Extend equipment life
- Keep costs low
- Reduce emergency repairs

Solution

In 2014, company managers implemented the ABB ServicePro Service Management system. ServicePro provides the mill with all the tools they need to attain a high level of automation and process availability.

By investing in the ServicePro, a software platform that increases management’s visibility into service and maintenance activities, the mill’s automation equipment is consistently maintained and mill personnel have the most up-to-date data and best practices information they need to make better decisions faster.

ServicePro provides ABB’s service engineers with the tools they need to deliver high-impact services – no matter where they are located around the globe. ABB’s service engineers use ServicePro to manage maintenance activities for the mill’s ABB Freelance distributed control system (DCS), which consists of an AC 800F field controller controlling the paper machine and boiler. With ServicePro, the mill has the scheduling, parts management and reporting capabilities needed to ensure consistently high performance.

02 As preventive maintenance increases, both planned and unplanned maintenance decreases, resulting in significant cost benefits.

03 This graph shows work orders completed vs. those that are scheduled. Engineers use this data to track compliance and align priorities with available resources.

Results

Since implementing ServicePro, there have been no production interruptions caused by old, obsolete or faulty hardware in the boiler, peripheral equipment or paper machine. The mill also has achieved strong economic benefits due to increased reliability; recouping eight hours per year of plant shutdown time.

Benefits

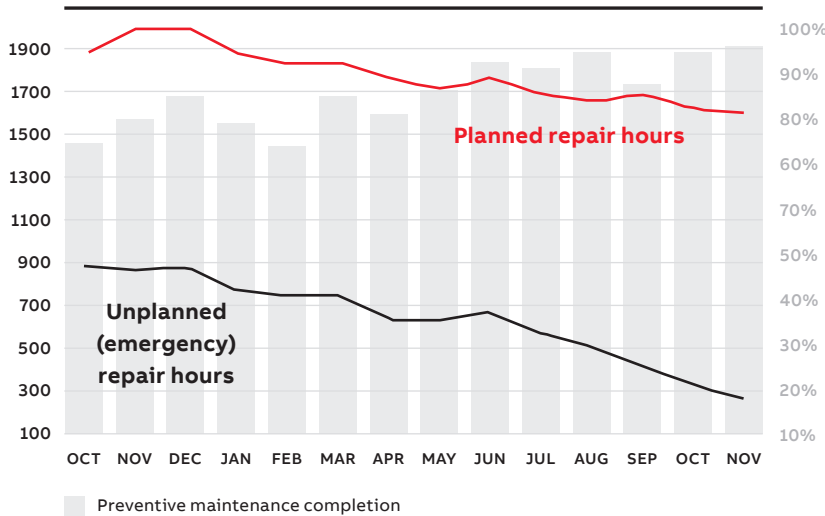
- Less downtime – both planned and unplanned
- Better decision making
- Lower operational costs
- Fewer equipment emergencies

Featured Solution

ABB ServicePro™ Service Management System

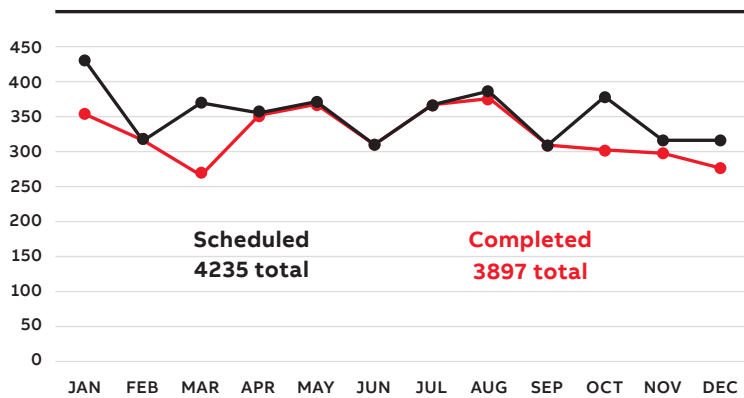
ABB's ServicePro Service Management System is used by service engineers to collect, manage and apply best practices for servicing ABB automation and ABB-automated processes. With ServicePro, service engineers benefit from knowledge accrued from years of ABB's experience in delivering proven and consistent service for all types of automation equipment and industrial processes. ServicePro consists of five modules: Maintenance Management, Parts Management, Delivery Management, Optimization Management, and Report Management.

Repair Hours vs. Preventive Maintenance Completion



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2010 Work Orders



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