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GRID AUTOMATION SERVICE

# Protection for your investment. Service Agreements





# ABB Grid Automation Service

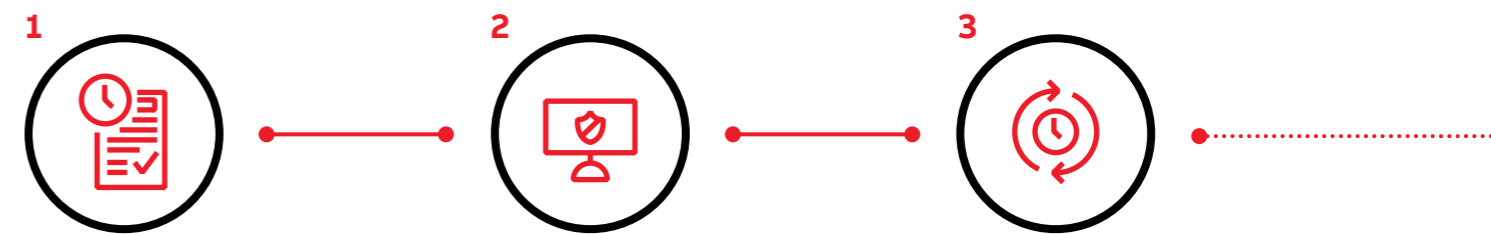
Uniquely qualified to fulfill your needs.



ABB Grid Automation Service - your strategic partner for a changing world, offering service agreements that are tailored to your needs.

It is our aim to help identify the most effective course of action for your requirements by delivering a suite of service products that help address any problems with your operations before they grow, ensuring constant care of your assets as well as helping you hit key performance targets. ABB Grid Automation Service agreements offer total protection for your investment now and into the future.

ABB Grid Automation Service offers a very simple three stage approach to service to help optimize and maintain your systems.



## Assess

To begin the process, we recommend carrying out a site audit and/or a cyber security assessment to understand the status of your current installation. A detailed site audit and/or cyber security assessment report is then produced and provided to you along with a set of recommended actions for improving your system health and/or its cyber security.

This process helps you to continually improve security throughout the lifecycle of your system and to understand the health of your assets.

## Implement

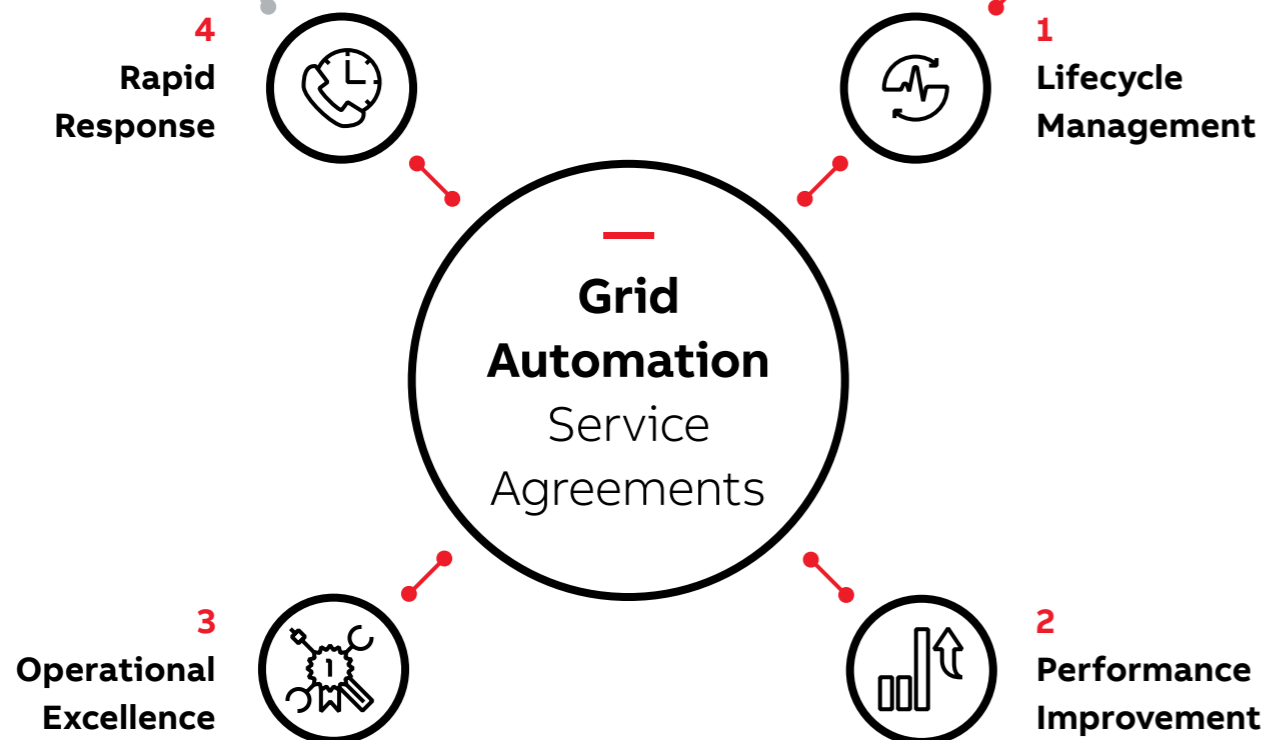
ABB provides recommended actions for you to implement based on the site audit and/or the cyber security assessment. Upon agreement, ABB can assist you in implementing the recommendations to your system. The measures implemented will enable your system to be up-to-date and more secure. Furthermore, it is optimized according to your requirements and needs.

## Sustain

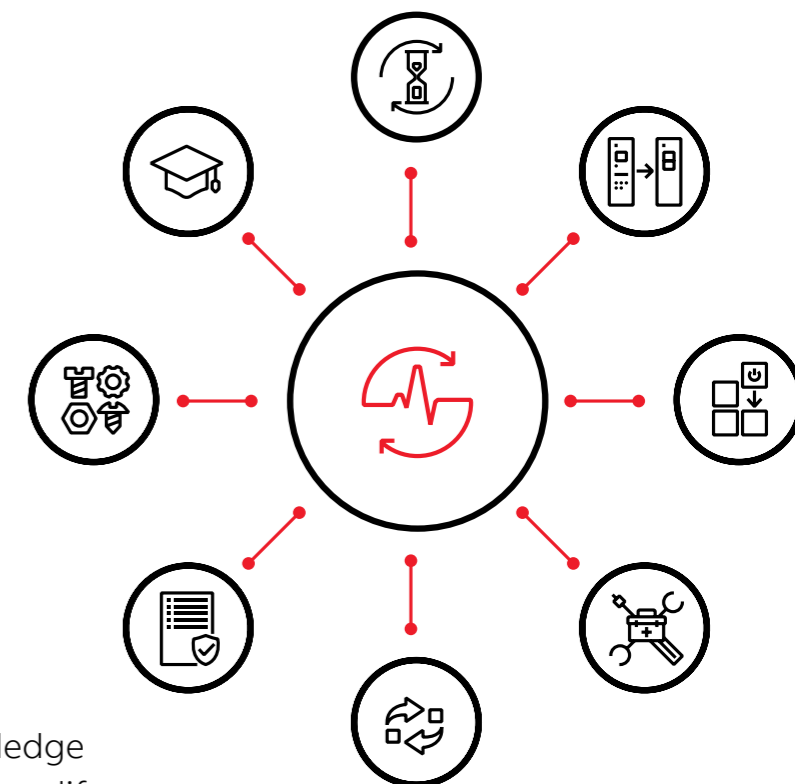
By appointing ABB as your service and cyber security partner; you enter a service agreement which ensures you benefit not only from ABB's huge domain expertise across the globe but also your system will be regularly assessed by your ABB service team for any potential obsolete products, software and solutions that are no longer in production or supported and for any potential cyber security infringements. This ensures a long term approach is taken to ensure sustained trouble free running of systems and sustained cyber security vigilance.

## Four dedicated packages

Delivering an effective course of action for your requirements.



What if you could leave all the worrying about software, hardware, compatibility and security to someone else, and just focus on your business? You can, with ABB's long term service level agreements and digital services.



### 1

#### Lifecycle Management Package

We employ powerful tools and knowledge to optimize and extend your equipment life.

From cradle to grave, Grid Automation Service is there to help you take care of your assets by providing installation and commissioning services, maintenance, replacements, spare parts and consumables, cyber security services and training. We can also help you to extend the life of your assets with extensions, upgrades, and retrofits. When it's time to retire an asset, we offer end-of-life services that help you do so cost-effectively and responsibly.

#### When do you typically need lifecycle management?

- When you need information on the condition of your equipment and the lifecycle of components, we provide help and expertise in diagnosis and lifecycle assessment.
- When you want your technologies and production processes kept up-to-date and secure, we provide our know-how in international standards and security compliance to help you establish a good basis.
- When you want to improve the reliability of your equipment, our proactive and preventive maintenance service is there to assist you.
- When your goal is extending the service life of your equipment, we provide extensions, upgrades and retrofits for active products, and we help you utilize new solutions and the latest technology in an innovative way.
- When you need help in defining the optimum time for replacement or in carrying out a replacement in a well-organized manner, we take care of the installation and commissioning to ensure a smooth transition without any compatibility, safety or other problems.
- When you want to ensure that your company's personnel can respond to all situations now and in the future, we provide suitable training options from our range of for ABB equipment and systems, cyber security awareness and training services know-how.
- When you need spares and you want to ensure that you get exactly the right spare part in full working order with configuration tools and requalification, quickly and within the agreed timeframe, we are the right service partner.
- When you want your equipment maintained in full working order and updated to use the latest technology, our service agreements include lifecycle services.
- When your equipment needs end of life services lowering environmental impact through decommissioning, resale, disposal and recycling.









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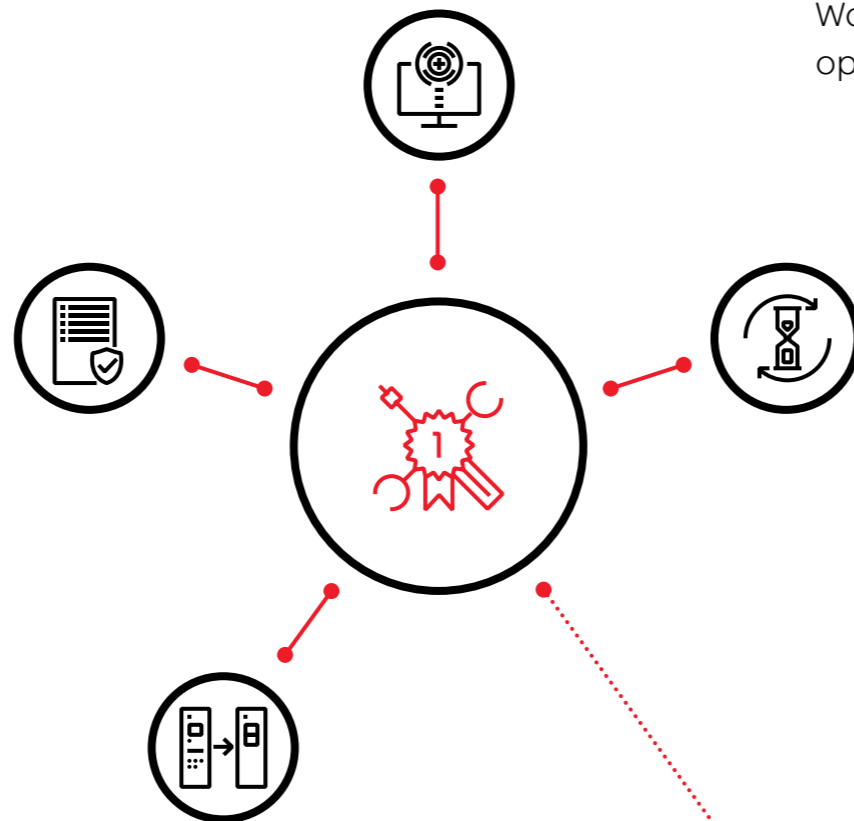
**Performance Improvement Package**

We optimize connectivity, reliability and the efficiency of your assets to increase speed and yield.

Hitting key performance targets can be tough to do when you're trying to keep costs under control. Our team can devise solutions that help you hit your targets as well as provide software applications that deliver actionable insights for future performance improvements.

**When do you typically need performance improvement?**

- When you need assistance to improve the reliability, availability, maintainability and safety of your equipment and production processes, we have a suitable engineering and consulting option.
- When maintenance is needed to ensure equipment is kept in shape and operations continue, you can count on us to keep your equipment, machines and systems operating reliably and efficiently.
- When processes need to be running efficiently, we help you get the most from industry-specific advanced services and IT tools.
- When you need to increase your personnel's competence in equipment and processes, we offer value-adding training.
- When the risk of operational interruptions needs to be minimized and the efficiency and reliability of production increased, you can make use of ABB's standardized service agreements.



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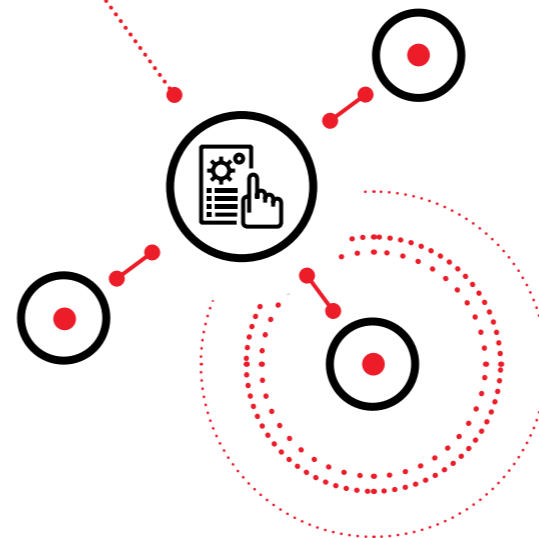
**Operational Excellence Package**

Working together, we support you to manage your assets, operations, and risk to deliver strategic business results.

When you need to optimize or modernize your processes, our service team can help you assess the challenge and design cost-effective, fit-for-future solutions. In addition, we offer a wide range of commercial and proprietary enterprise-level applications to help you improve operational efficiency.

**When do you typically need operational excellence improvement?**

- When you need highly sophisticated solutions and concepts to optimize the efficiency of your operations and assets, we have a full range of suitable advanced services.
- When you need to improve operational efficiency in the long term, our international network of skilled professionals and world-class engineering and consulting experts can advise you.
- When your goal is the efficient operation of your equipment, we provide extensions, upgrades and retrofits and help you apply new solutions and the latest technology in an innovative way. We provide you services lowering environmental impact through decommissioning, resale, disposal, replacement and recycling.
- When you need a committed business partner to develop a strategic long-term production efficiency plan with key performance indicators, we can create an appropriate service agreement. Let us take care of performance-based improvement of operational efficiency, competitiveness and profitability while you focus on your core business.
- When planning for the end-of-life of your equipment and systems, our end-of-life services can support you in planning, decommissioning, disposal, recycling and dealing with any complications of environmental impact.





# 4

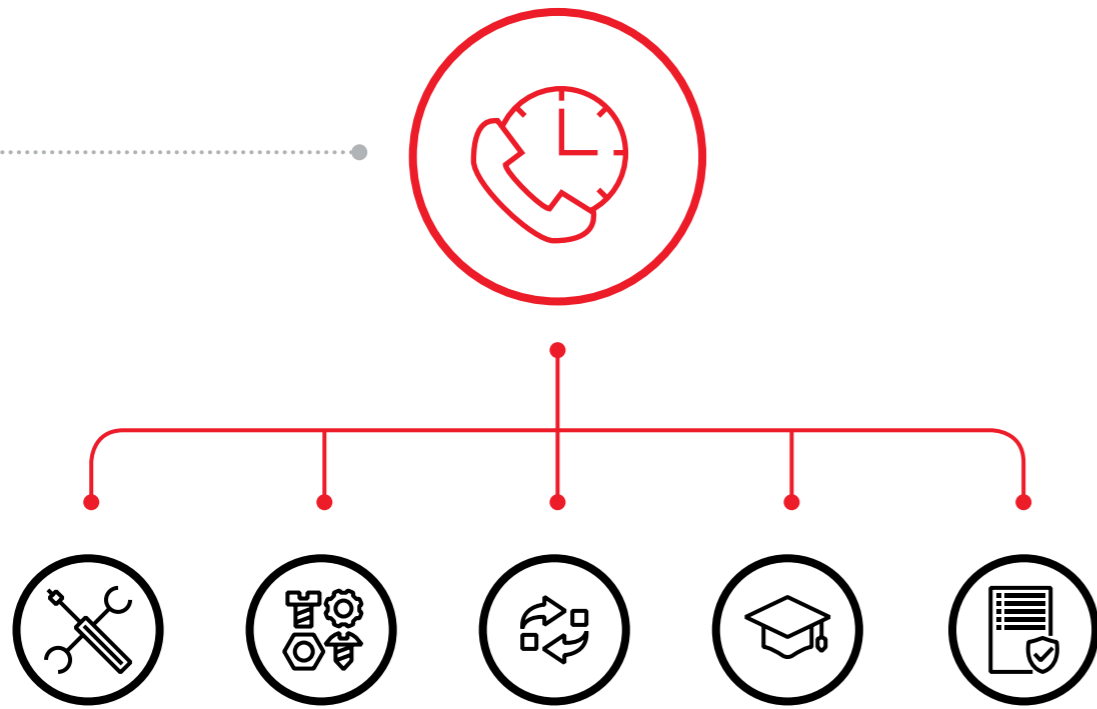
## Rapid Response Package

We guarantee fast and flexible response to maximize your equipment uptime.

When something goes wrong and you need expert advice and support, whether it's related to spare parts, upgrades & retrofits, cyber security; our service level agreements are tailored to your needs. Our remote services and 24/7 call center also provides quick troubleshooting and root cause analysis services so you can identify the most effective course of action and address problems before they grow.

### When do you typically need rapid response?

- During emergencies or planned operational breaks when your equipment or processes fail, we are there to provide instant repairs.
- When you need spares and configuration, we guarantee to supply you with exactly the right spare part in full working order, within the agreed timeframe.
- When troubleshooting needs to be carried out quickly, we identify and analyze the root causes of equipment failures and suggest the most effective courses of action.
- When you need expert advice on when to replace your equipment or quick and effective replacement, you can count on us and our domain expertise.
- When you want to ensure that your company's personnel know how to respond quickly and efficiently in any given situation, we can provide suitable training options from our range of equipment and system training services.
- The best way to ensure rapid response is with service agreements tailored to your needs, providing on site and remote monitoring and support that guarantee fast action in all situations.



## ABB Grid Automation Service

Your strategic partner for a changing world.

Our service packages deliver an effective course of action for our customers requirements. They are designed by us, built for you and provide ongoing technical and functional support to help you meet the majority of your requirements. We also provide tailor-made service agreements and products that can be designed and dedicated to your specific requirements. Simply select the services required that meet your needs, and contact us to discuss them further.



### Installation & Commissioning

Our experience in designing, supplying, and building utility networks is unmatched, and that experience can be brought to bear to support the installation and commissioning of your project.



### Engineering & Consulting

Our decades of experience building and maintaining utility networks ensures we're always ready to help customers take advantage of our accumulated skills.



### Firmware Configuration & Monitoring

We provide the latest software and firmware upgrade recommendations so that you can preserve the availability, cyber security and functional interoperability of your systems.



### Retrofits

We continually strive for technological advancement. When efficiency and productivity can be improved, we'll recommend the right changes for you.



### Training

We offer training courses to develop your in-house capabilities. Achieve greater levels of self-reliance and maintenance with a package that improves your own team's capability.



### Advanced Services

Designed to support your decision making process, helping you make choices that will maximize availability and reduce the risks associated with operating and maintaining your systems.



### Backup & Recovery

Ensure the integrity, and availability, of critical data, no matter what has happened to the original.



### Site Audit

We assess, assist and provide expert diagnoses and lifecycle assessment with an ABB site audit.



### Spare Parts & Configuration

Guaranteed fast and flexible service response to maximize your equipment availability.



### Extensions & Upgrades

Upgrade to the next generation of hardware and software to extend the life of software, products and systems.



### Central Account Management

System wide role based user account management software as a service.



### Cyber Security

We establish the necessary levels of cyber security while preserving the availability and functional interoperability of your systems.



### Maintenance

Reduce downtime and maximize the performance of your equipment through remote and field services.



### End-of-life Services

Lifecycle management service to provide effective maintenance, migration and obsolescence planning.



### Patch Management

Keep your system updated and protected with validated updates and verified 3rd party files.



### Disturbance Monitoring

Monitor your operations in real time and support operators in taking corrective action in the event of any disturbance or fault.



### Technical Support Repairs

Physical wear and tear take their toll on the most-robust equipment. Eventual repairs are an inevitable part of routine maintenance.



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ABB Grid Automation Service has more than 150 service centers strategically located around the globe. These one-stop-shops are staffed by 6,000 professionals with extensive industry and service experience on a wide array of power equipment and systems. Our team of power experts and analysts can help you address today's toughest power challenges and prepare you to meet the challenges of the future.







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Contact your local service and sales support team to discuss your requirements further.

For further information visit:  
**[new.abb.com/service](http://new.abb.com/service)**