GRID AUTOMATION SERVICE

Protection for your investment.
Service agreements

Assess
ABB carries out a site audit and/or a cyber security assessment to understand the status of the current installation. A detailed site audit and/or cyber security assessment report is then produced and provided to the customer along with a set of recommended actions for improving the customer’s system health and/or its cyber security.

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

Sustain
Systems will be regularly assessed by ABB for any potential obsolete products, software and solutions that are no longer in production or supported and for any potential cyber security infringements.

Six dedicated modules
Delivering an effective course of action for all requirements.

- Site audit
  - Helping to optimize & maintain systems.

- Rapid response
  - We guarantee fast and flexible response to maximize equipment uptime.
  - Remote diagnosis
  - On-site support
  - Engineering, assistance and consultancy
  - Case reporting
  - 24x7 telephone service

- Preventive maintenance
  - We employ powerful tools and knowledge to optimize and extend equipment life.
  - Site visit
  - Service agreement
  - Training
  - Maintenance

- Cyber security
  - We enable smarter system protection to make your utilities more efficient, more productive and more economic.
  - Cyber security appraisal
  - Cyber security assessment
  - Backup and recovery
  - Patch management hardening
  - Malware protection
  - Procedures and policies
  - Service agreement
  - Training

- Software & firmware lifecycle
  - We optimize connectivity, reliability and efficiency of your assets to increase speed and yield.
  - Update and patch information
  - Software and firmware update
  - Software and firmware upgrades

- Training
  - Your strategic partner for a changing world.
  - Customized training packages
  - Basic and advanced product training
  - e-Learning solutions
  - Recorded webinars

- Spare parts
  - We offer spare part services for hundreds of parts, delivered quickly to any destination.
  - Repair center
  - Repair or replacement package
  - Management of your own spares
  - Extended warranty
  - Obsolete management
  - Training
ABB Grid Automation service agreements
Uniquely qualified to fulfill our customers’ needs.

Our six dedicated service modules are designed and built by ABB to provide ongoing technical and functional support to help our customers meet the majority of their requirements. We also design and deliver service agreements and products that are tailor-made to customer specifications. Below are descriptions of our myriad service offerings.

- **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**
  ABB provides 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. Where 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, so you make choices that 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.

- **Asset inventory**
  We assess, assist and provide expert diagnoses and lifecycle assessment with an ABB asset inventory.

- **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 third-party files.

- **Disturbance monitoring**
  ABB will 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 even the most robust equipment. Repairs are an inevitable part of routine maintenance.

- **Replacements**
  When equipment has reached the end of its operational lifetime, or when additional features are needed, then replacement equipment can be required.

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