

SERVICE PRODUCT

# ABB Ability™ remote services

Predict, prevent and correct



# Rapid response, asset health and condition monitoring

The gearless mill drive (GMD) is one of the most expensive assets in your plant and undoubtedly the most critical piece of equipment in your production line. Its continuous availability is essential for an uninterrupted production process. Unscheduled shutdowns and system failures can lead to significant losses in production and an increase in costs. To help maintain this critical equipment and ensure maximum availability, ABB offers its state-of-the-art ABB Ability™ remote diagnostic services.

Handling critical equipment such as a GMD requires:

- Outstanding expertise
- Collaborative digital tools
- Advanced analytics

Our service offering combines all of the above to ensure uninterrupted and optimized system operation.

ABB's remote diagnostic service is a secure, advanced monitoring and analytics solution combined with remote expert support that ensures your assets perform at optimum levels. It includes ABB Ability Predictive Maintenance for grinding, ABB Ability Asset Health and ABB Ability Remote Assistance for grinding – these services complement each other perfectly to comprehensively cover all three aspects of the maintenance approach: predictive, preventive and corrective.

## **ABB Ability Predictive Maintenance for grinding – advanced analytics to increase system availability**

The Condition monitoring portal provides a holistic view of your GMD.

It enables authorized plant staff to:

- Monitor GMD operational status
- Get a quick and easy summary of the GMD condition
- Get notified in advance of potential failures
- Retrieve and investigate historical data

From anywhere, at any time.

The analytics engine continuously and automatically assesses the overall operating condition of the system so it can predict critical conditions up to two months before a potential failure occurs. It then notifies the relevant staff so they can take corrective action to prevent this potential failure. This then triggers the ABB Ability Remote assistance services, where an ABB expert connects with your system to recommend solutions to normalize the operation and prevent potential GMD downtime.

## **ABB Ability Asset Health – Periodic Maintenance Reports**

On a quarterly basis, ABB experts review key system data and provide a comprehensive health report for the system. The reports include expert analysis with data trends and recommendations for preventive maintenance actions to prevent potential failures.

## **ABB Ability Remote Assistance for grinding – keeps your mill running**

In the unlikely event that the GMD trips during normal production and cannot be restarted, the reason may not be immediately obvious. Now, every minute counts. With ABB Ability Remote Assistance for grinding, your staff can call our system experts through our 24/7 Support Line for a rapid response. Our engineers will guide you to a solution or will troubleshoot directly using the remote secure connection – wherever your mine is located.

Our expertise in GMD has on several occasions helped our customers to save up to 10 hours of production downtime.

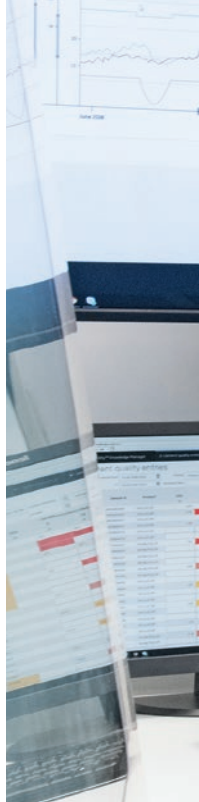




ABB Ability Predictive Maintenance, Asset Health and Remote Assistance services for grinding ensure that you can plan your maintenance tasks more efficiently, minimize downtime and optimize your overall equipment effectiveness (OEE).



#### Your challenge

Need for high system availability with minimal maintenance effort



#### Our solution

Holistic service concept using advanced analytics, remote expert assistance and asset health monitoring to help you increase the GMD's OEE.



#### Features

- Over 30 analytics running on your GMD, 24/7
- Alarm notification via e-mail or text message
- Periodic health check and system audit by ABB experts
- Rapid 24/7 access to ABB experts



#### Your benefits

- Authorized plant managers and staff have portal access for condition monitoring from anywhere, at any time
- Continuous health monitoring and assessment
- Planning and flawless execution of maintenance activities during planned shut-downs, thanks to ABB expert guidance
- Increase OEE by reducing forced outages and increased availability

# Long-term service agreement supported by Lifecycle Manager

## Tailored maintenance strategies for your GMD

Make service and maintenance for your GMD a long-term business approach by bundling ABB Ability Predictive Maintenance, Asset Health and Remote Assistance for grinding with other ABB services and technologies into a tailored long-term service agreement (LTSA). In such an LTSA, ABB concentrates its skilled personnel, system expertise and service knowledge to keep your GMD system running. We act as your strategic service partner for long-term service and maintenance strategies, customized to meet your site-specific requirements for predictive, corrective and preventive maintenance.

ABB recommends that the following service products be combined in a three-year LTSA:

- ABB Ability Predictive Maintenance and Remote Assistance for grinding
- ABB Ability Asset Health
- Scheduled maintenance during the site's planned shutdowns
- Spare parts lists and kits
- Engineering and consulting
- Training

Portfolio	Service clusters	Services	
<b>ABB lifecycle services portfolio</b>	<b>Extension upgrades and retrofits</b>	Software upgrades	Hardware upgrades
	<b>Spares &amp; consumables</b>	Spare parts lists and parts kits	On-demand spares
	<b>Training</b>	On-site	Classroom
	<b>Technical support &amp; repairs</b>	Emergency on-site support (Technical support)	Start-up support
<b>ABB Ability™ services portfolio</b>	<b>Remote assistance</b>	24/7 SupportLine and troubleshooting	Remote support
	<b>Asset health</b>	Preventive maintenance services (Periodic Maintenance reports)	
	<b>Virtual training</b>	Remote learning platform (RLP)	E-learning
	<b>Inspection</b>	Scheduled maintenance	On-demand service
	<b>Lifecycle assessment</b>	Plant lifecycle assessment	System enhancement studies
	<b>Predictive maintenance</b>	Online fault prediction and notification services	
	<b>Cyber security</b>	Periodic assessment & fingerprint services	
	<b>Energy optimization</b>	Energy optimization services	
	<b>Performance optimization</b>	Performance & quality optimization	



**Do more**  
Monitor, control,  
secure, manage, apply



**Do better**  
Optimize, simulate,  
predict, automate

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