

HVDC Care remote access

Ensuring high availability and cost control

The remote access service lets ABB troubleshoot and operate the converter station from a secure remote location within the ABB network.

The remote access service provides additional benefits compared to an ordinary phone support contract. It also ensures you will receive full engineering support within two hours, at any time of the day and every day of the year, including holidays. It provides quick corrective action to reduce repair times and ensure the highest possible availability of your operation.

High scalability

In a remote access contract, ABB either has full remote access to the control system HMI, or limited system access to specific systems according to customer specifications. Another possibility is a web-based remote access solution that lets users view single line diagrams and lists using a standard web browser. This solution also enables file retrieval, such as TFR's (Transient Fault Recorder) and event logs, but cannot send control commands to the HVDC station control system. Connections to the web-based interface are through SSL /VPN services using secure authorized access, to ensure data/message confidentiality and integrity.

Cost effective

The remote access is two way. When ABB service providers gain access to your system from a remote location, you also gain access to the whole knowledge base of ABB, helping to ensure the right personnel are available according to the service contract. Support contract costs are set on an annual basis, so all related.

High security

The VPN (Virtual Private Network) connection and SSL (Secure Socket Layer) protocol both emphasize encryptions for all data



transfers, applied as a security layer. Combined with a robust level of user authorization and secure network configurations, this protected process provides you with secure and quick access to needed solutions.

Reduced downtime

Fast access to the support hotline ensures that all unexpected failures can be handled quickly, keeping downtime to a minimum. Remote access to an established pool of technicians and global support resources enhances the efficiency of service delivery and the effectiveness of support, reducing the need for expensive, time-consuming on-site assistance.

ABB remote access service in summary:

- Ensures that you receive the right support from engineers, around the clock with high security
- Providing full remote access to the control system HMI
- Provides instructions for implementing recommended actions
- Analyzes alarms based on information from authorized maintenance personnel, recommends actions
- Answers how-to questions
- Reduced downtime with fast access to the support hotline and need for experts on site

Contact us

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