



myABB BUSINESS PORTAL

# The gateway to manage your ABB Service relationship



- 24/7 access to ABB
- Optimize lifecycle management
- Improve asset performance
- Boost operational efficiency

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**myABB is a self-service  
web-based tool that helps  
you stay updated on critical  
information to improve  
both asset and operational  
performance.**

**myABB opens the door to  
your digital service journey by  
using data and technology to  
gain new business insights and  
optimize lifecycle management.**

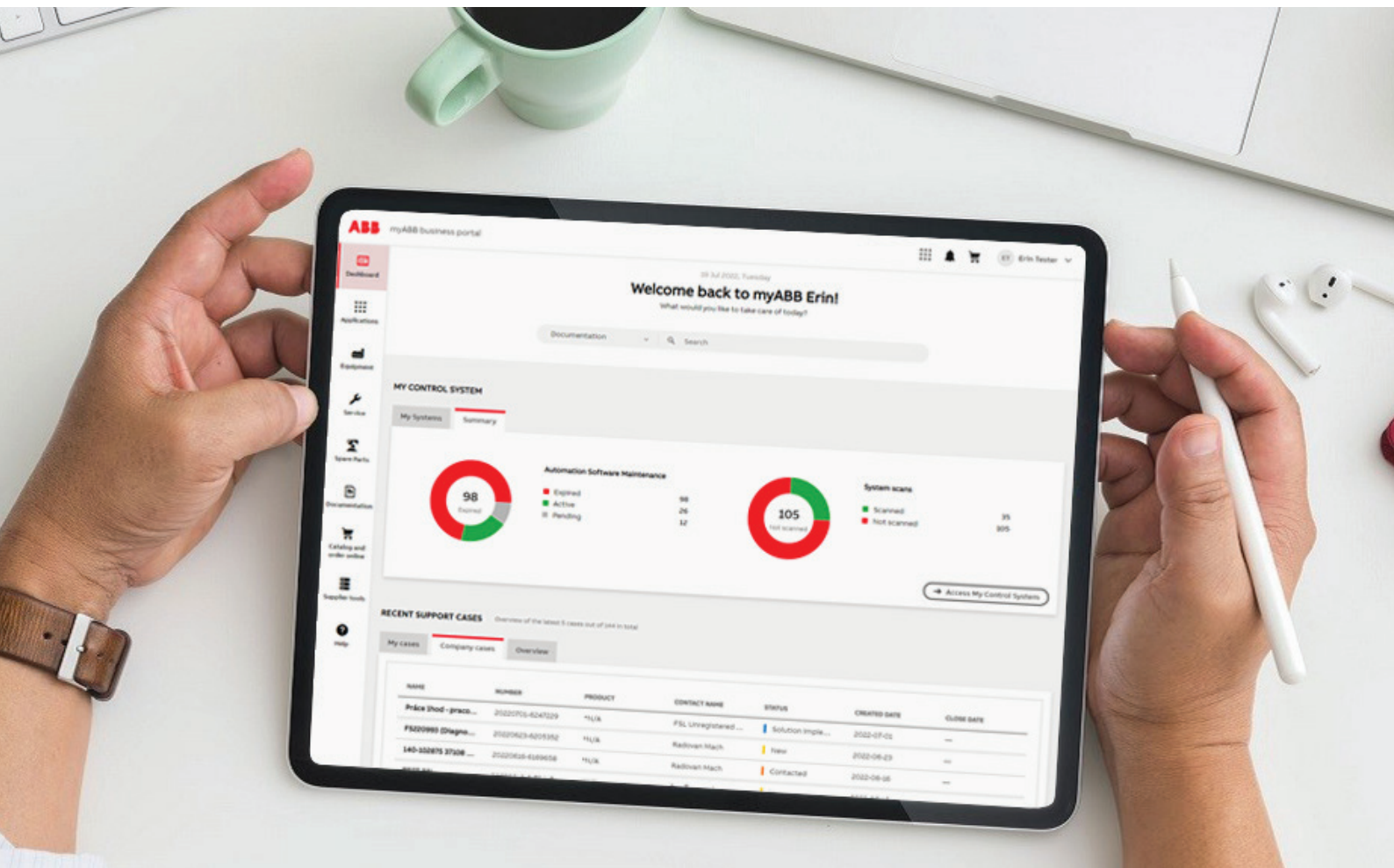
# Improved visibility and accessibility

myABB is a business portal that connects you to ABB digital services across multiple platforms. It provides instant access to your system information, helping you manage the lifecycle of your assets and leverage data to identify improvement opportunities.

Access to the myABB business portal is an entitlement of having a CARE service agreement and it offers a single-entry point to access data on your installed base, support cases, service history, planned maintenance and spare parts.

The myABB business portal features a customizable design with real-time data and diagnostics, eCommerce capabilities and the ability to monitor and update technical support cases. It also provides visibility into spare parts inventory, warranties, product lifecycle status and full access to ABB technical documentation.

You can access ABB digital services for control systems, robots, drives and other ABB products through system-specific applications and widgets on myABB including, my Control System, myRobot and Remote Condition Monitoring. Cyber security functions are available via system performance and cyber security benchmark analysis and reports.



# Optimizing how you engage

Know the status of your spare parts inventory and support

Get access to services and functionality through widgets

Get all the information in one place

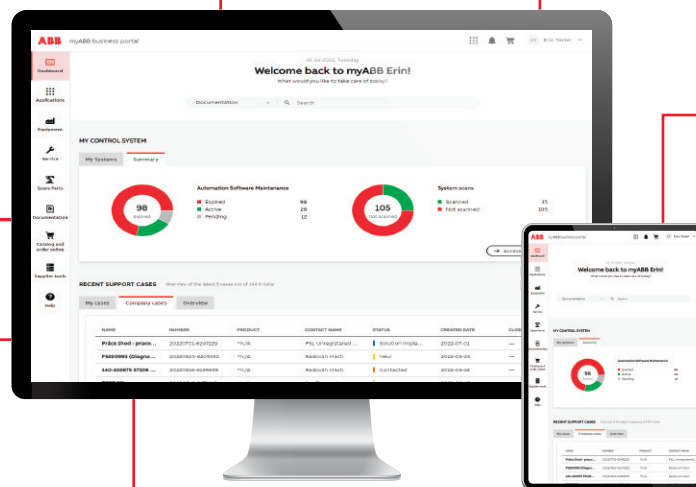
Give ABB a call

Engage in long-term automation planning

Check on the status of support cases

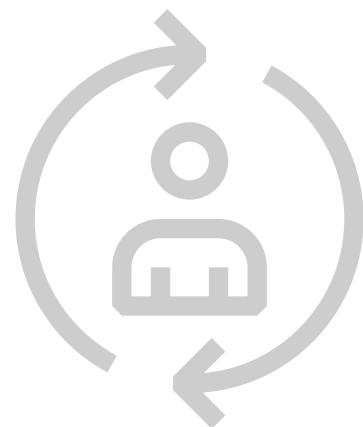
Stay up to date on your recommended service

Access other applications such as my Control System, myRobot, mySpareParts



myABB gives you 24/7 access to ABB experts and information regarding your installed base and services. The myABB applications help improve lifecycle management to minimize capital outlays and optimize operational budgets.

The tools within myABB can also be used to improve asset performance, plan maintenance and spares strategies to minimize downtime. This provides a platform that enables you to get the most out of your investment with ABB.



# System specific applications



## myABB/My Control System

Provide plant managers, maintenance teams and IT departments with the necessary insights into their DCS system:

- **Knowledge** by acting as repository of system information, documentation and software downloads
- **Awareness** of the overall system performance and lifecycle status of individual components
- **Sustainability** to ensure system health and cyber security throughout the entire system life cycle

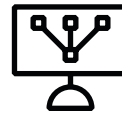
Resulting in reduced operational risk and cost, a strong foundation for optimized budget planning



## myABB/myRobot (ABB Ability™ Connected Services)

Enable faster response times, fewer incidents and measurable production increases

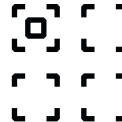
- Remotely monitor, troubleshoot, backup and optimize individual as well as entire fleets of robots
- Use data-driven insights for proactive maintenance and faster issue resolution
- Name and arrange your robots to reflect your operations
- Prioritize preventive maintenance activities and spare parts management



## myABB/mySpareParts

Ensure production availability and prevent stock-related interruptions or delays

- Validate part number quality by uploading a list of your existing spares
- Get a recommended spares report based on your installed base
- Identify and address risks from potential spare parts related problems using gap analysis
- Measure your score on the path toward better spares management



## myABB/My Installations

Implement automation modernization anytime

- View all ABB products installed at your plant site and throughout your company
- View current product lifecycle status and next scheduled lifecycle change.
- Track your ABB product related service events
- Monitor warranty status



## myABB/Business Online

Simplify things - order spare parts online

- Access extensive ABB product catalog
- Utilize the eCommerce functionality – get quotes, order parts, check pricing and availability, part number supersession for older parts
- Access quote history and order history

# System specific applications

## continued



### myABB/ABB Library

Your web tool for finding and viewing vital documentation

- User manuals
- Data and specifications
- Drawing and schematics
- Trouble shooting guides
- Product alerts
- Presentations
- Reports



### myABB/Service Agreements

Your service agreements and related information in one place

- Access agreement details
- View support options
- View installations
- Request agreements extensions



### myABB/Recommended Services

Service schedules tailored to increase the availability of your ABB assets

- Leverage annual outlook of ABB recommended services
- Manage the service offerings around your assets
- Compare service history against recommended service schedules for ABB assets
- Plan your investments by checking upcoming service recommendations tailored to ensure extended asset life
- Customize service options within a strong contractual partnership to ensure longevity and availability of your ABB assets



### myExcitation

It is a single point of access to information and ABB Care services:

- Benchmark reports
- Cybersecurity bulletins
- Predictive maintenance reports
- Virtual training
- Remote/commissioning support
- Grid code compliance services

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# Leverage your data



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## ABB Library

Access ABB's knowledge base



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## Remote Condition Monitoring

Access to monitoring and diagnostics services



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## Contact Us

Directory of ABB contacts



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## Support Case Tracking

Case management platform



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## my Learning

Develop yourself with  
ABB training courses



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## Service Agreements

Information on current service agreements  
and entitlements



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## Product Registration

Allows registration of missing products



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## Recommended Services

View ABB recommended services and schedule



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## Products, Parts and Consumables

Products and parts search on all ABB products



## Get started today

- Connect with ABB 24/7
- Optimize product and spare parts lifecycle management
- Improve operational efficiency and productivity
- Gain streamlined access to product and system data and diagnostics
- Enables short-term issue resolution and long-term planning

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**ABB Inc.**

[www.abb.com/myabb](http://www.abb.com/myabb)

Contact your local ABB representative to request access.

<https://new.abb.com/contact-centers>