



Customer Support **SupportLine**

In today's complex technology environment, it is impossible for anyone to be an expert on all products and processes. ABB's SupportLine Service provides fast and efficient technical and engineering support to any user of an ABB product, system or plant. Through experience, ABB has found that 60 to 80% of cases handled by SupportLine are resolved through remote support. In other cases, guidance from an ABB SupportLine specialist, along with other resources such as additional personnel assistance or parts replacement, provide the necessary means for resolution. This service is available via telephone 24 hours per day, every day of the year, e-mail or fax. When necessary, SupportLine also offers rapid escalation of urgent problems to worldwide specialists and product developers for additional assistance.

Description

SupportLine provides quick and reliable access to ABB product, application, and process specialists. Support is initiated by a call to the local SupportLine center. The call is assigned to a trained engineer who takes responsibility for resolution of the problem. This engineer is often able to resolve the problem utilizing personal experience and additional resources including extensive product and application databases. If the problem cannot be resolved quickly, additional specialists are contacted, utilizing a well-defined support infrastructure and problem escalation process. The result is a rapid, competent response to customer requests. With this network, urgent problems have often been resolved within hours, restoring customer processes to normal operation.

SupportLine is utilized by all ABB service and project personnel and is available to ABB customers on a fee basis. Many customers find an annual contract to be

a cost-effective solution to their support needs. A contract ensures priority access, over non-subscribers, to ABB's extensive technical support expertise.

Service Benefits

- Fast, easy, reliable access to ABB's extensive support network
- Service is available 24 hours per day, 365 days per year
- Assigned support engineer is responsible for problem resolution
- Documented problem escalation process ensures rapid involvement of worldwide specialists and product developers when needed. These specialists have an average ten years of experience in their area of expertise and regularly receive technical updates and training.

Contact your account manager for more information on SupportLine and other support services offered by ABB. You may also visit our web site at www.abb.com.

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