



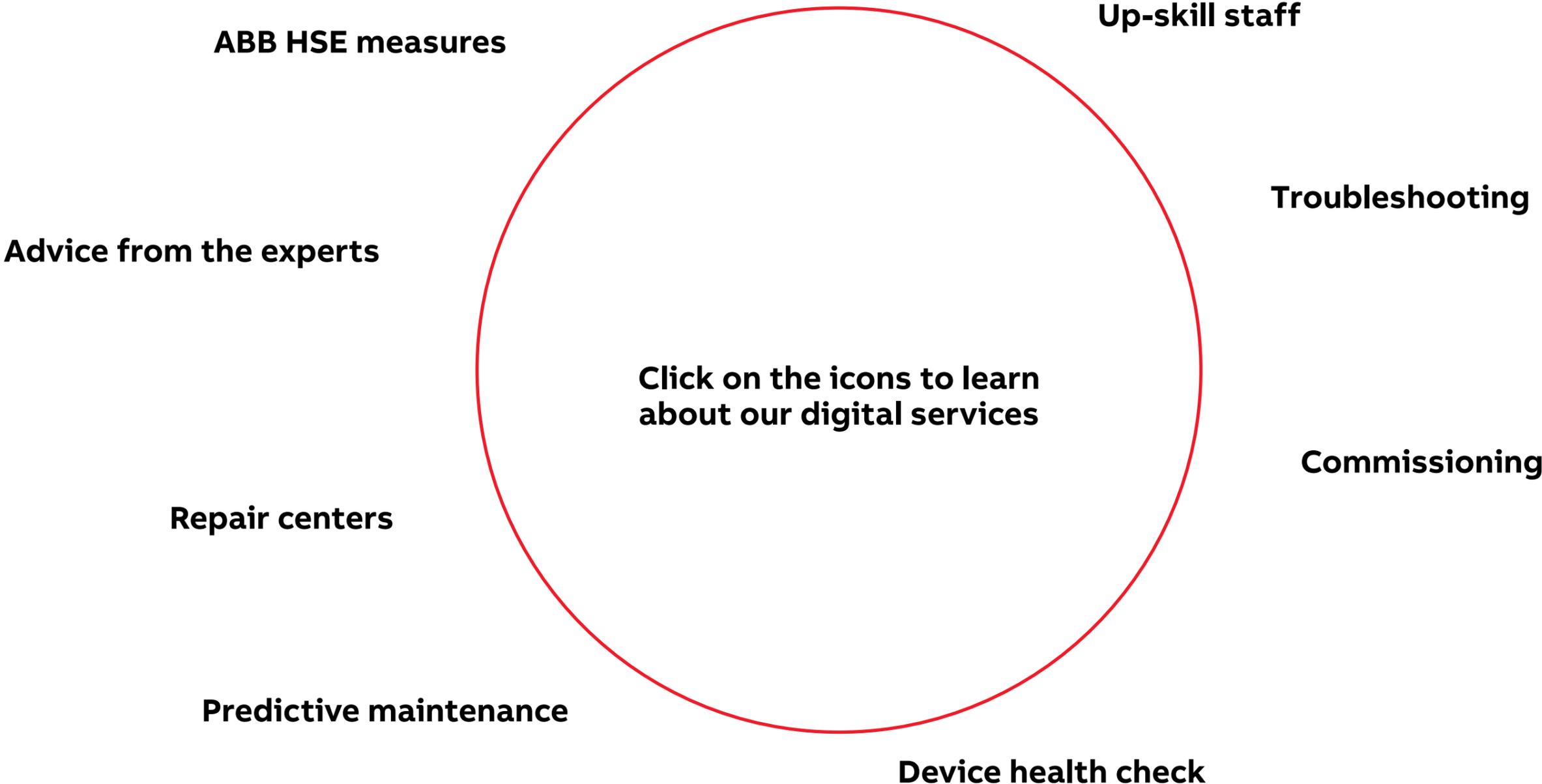
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**Keeping operations going**  
Digital service solutions to  
improve maintenance and safety





# How to use this guide

Finding the digital service solution for your business



# Smart solutions to help up-skill your staff

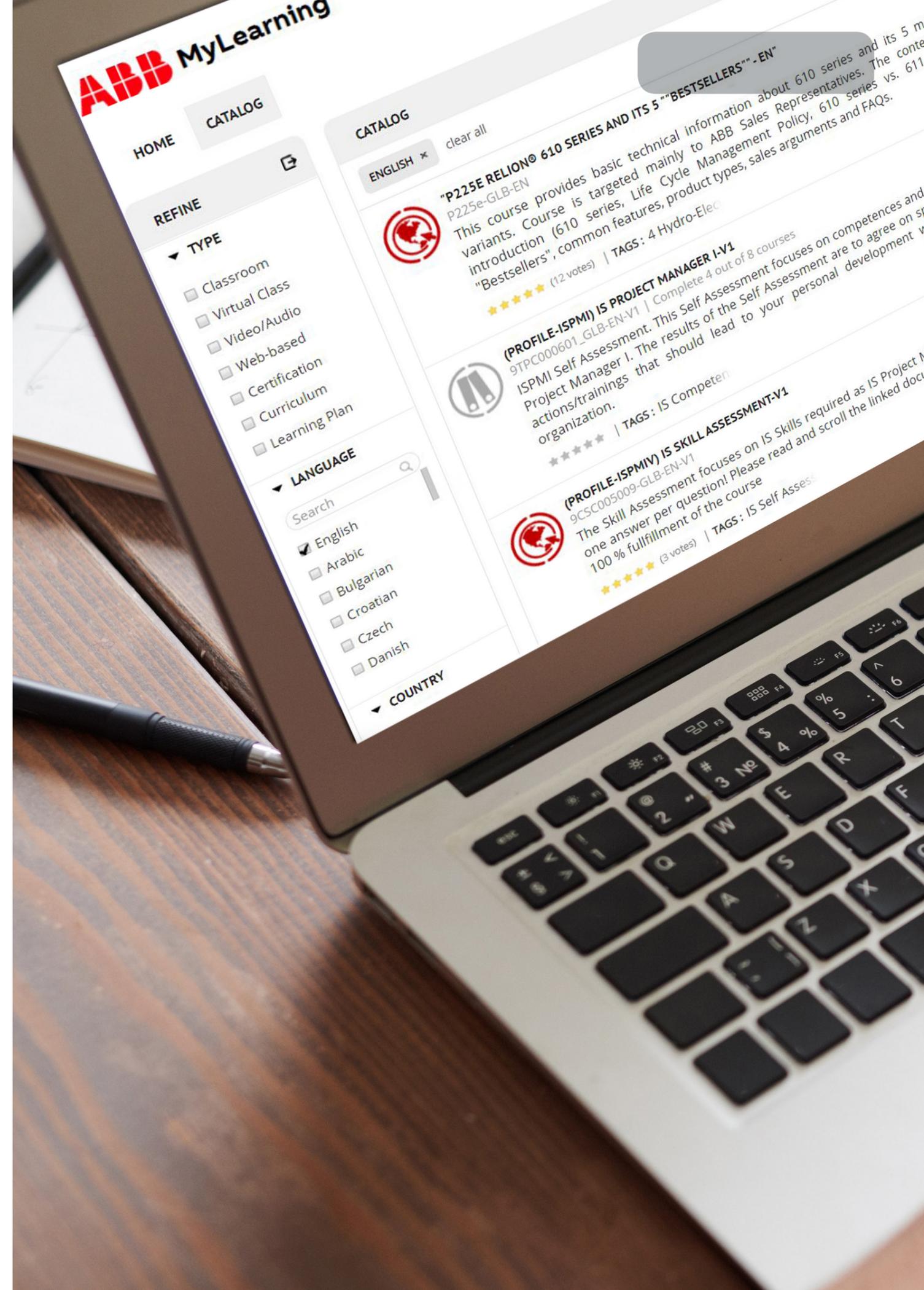
Up-skill staff



My Measurement Assistant

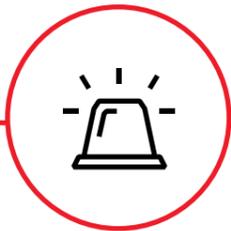
ABB MyLearning

ABB Ability™ Remote Insights for service



# Smart solutions to support troubleshooting

## Troubleshooting



**My Measurement Assistant**

**ABB Ability™ Verification for measurement devices**

**ABB Ability™ Remote Insights for service**

**ABB Ability™ Remote Assistance for measurement devices**



# Smart solutions to support commissioning

## Commissioning



**My Measurement Assistant**

**ABB Ability™ Verification for measurement devices**

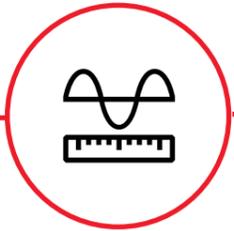
**ABB Ability™ Remote Insights for service**

**ABB Ability™ Remote Assistance for measurement devices**



# Smart solutions for device health check

Device health check



**Dynamic QR Code Assistance for analyzers**

**ABB Ability™ Verification for measurement devices**

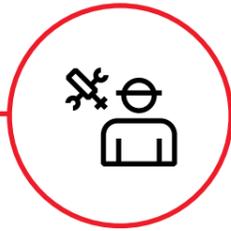
**ABB Ability™ Remote Assistance for measurement devices**

**ABB Ability™ Condition monitoring for measurement devices**



# Make the shift to predictive maintenance

Predictive maintenance



**Dynamic QR Code Assistance for analyzers**

**ABB Ability™ Verification for measurement devices**

**ABB Ability™ Condition monitoring for measurement devices**



# Advice from the experts: Make the shift to digital

## The sooner the better

We caught up with two of ABB's digital technology experts to get their advice on how our digital services can support customers in the face of situations that might disrupt normal process operations, such as a global pandemic outbreak.

Dr. David Lincoln is the Digital Lead for ABB Measurement & Analytics and Mr. Roger Widenka is the Global Product Manager for Instrumentation Service.

**Question:** How can customers keep operations running smoothly if they have a shortage of trained staff on-site?

**Roger Widenka:** "Some of our customers have already started the journey towards reducing their on-site resources in favor of digital solutions. They are looking for effective ways to control the long-term costs associated with third-party maintenance support and reduce the environmental impact of regular travel."

**David Lincoln:** "Technological developments reduce the need for travel, and this is making it easier for customers to maintain a plant themselves because with intuitive technology there is a reduction in the need for skilled intervention, and more and more tasks can be done remotely."

**"Digital services are fantastic time-savers."  
- Roger Widenka**

**Question:** What are the risks of unplanned downtime?

**Roger Widenka:** "When a plant experiences unplanned downtime it poses a major safety risk and it could take days, sometimes weeks, to get operations back up-and-running. Unplanned downtime because of irregular or insufficient maintenance is one of the biggest risks customers face, and in the worst-case scenario it could lead to financial difficulty because of disruption to production schedules."

**David Lincoln:** "There are significant risks, yet unplanned downtime is to a large extent preventable. Plant maintenance is comparable to car servicing, if you don't service your vehicle, you drastically reduce its lifespan. A process plant is even more complex, and the devices installed need regular maintenance to keep operations running smoothly."



**Dr. David Lincoln (PhD), Digital Leader  
Measurement & Analytics**



**Mr. Roger Widenka, Global Product  
Manager Instrumentation Service  
Measurement & Analytics**

**Question:** What are the advantages of switching from traditional service visits to using advanced digital services?

**Roger Widenka:** "Time saved on maintenance, and deeper insight into device diagnostics are amongst the key benefits – that's because you can react proactively based on the data. You can identify potential future failures, and with ABB condition monitoring services we are able to recommend the right services to reduce downtime."

**David Lincoln:** "Another advantage is the reduced training requirement for staff. Typically, customers would need to invest time and money to up-skill staff which can be costly. And what if workers trained with these skills are absent or they leave the company? Advanced digital services provide access to expert advice and support remotely, minimizing these risks. Many of our customers have already started using these technologies, others are considering how best to make the move into digital solutions."

**Question:** Cybersecurity is critically important, what measures does ABB take to protect customers who use digital solutions for servicing?

**David Lincoln:** "We understand the need for customers to ask this question, security is vital to their business. By way of reassurance, I can say quite unreservedly that security is fundamental to our work at ABB – it is part of our 'corporate DNA' if I can describe it that way. Our long-standing work in critical infrastructure sectors means our focus on cybersecurity is intense and uncompromising. We treat the issue extremely seriously and work with our customers to co-develop powerful security and privacy measures. All our staff, IS systems, R&D processes, products, software and Service support follow security best practices."

**"The world is changing fast and there is a  
necessity to move to digital, and the sooner we  
move the better."**

**- David Lincoln**



# My Measurement Assistant

## FREE WEB APPLICATION

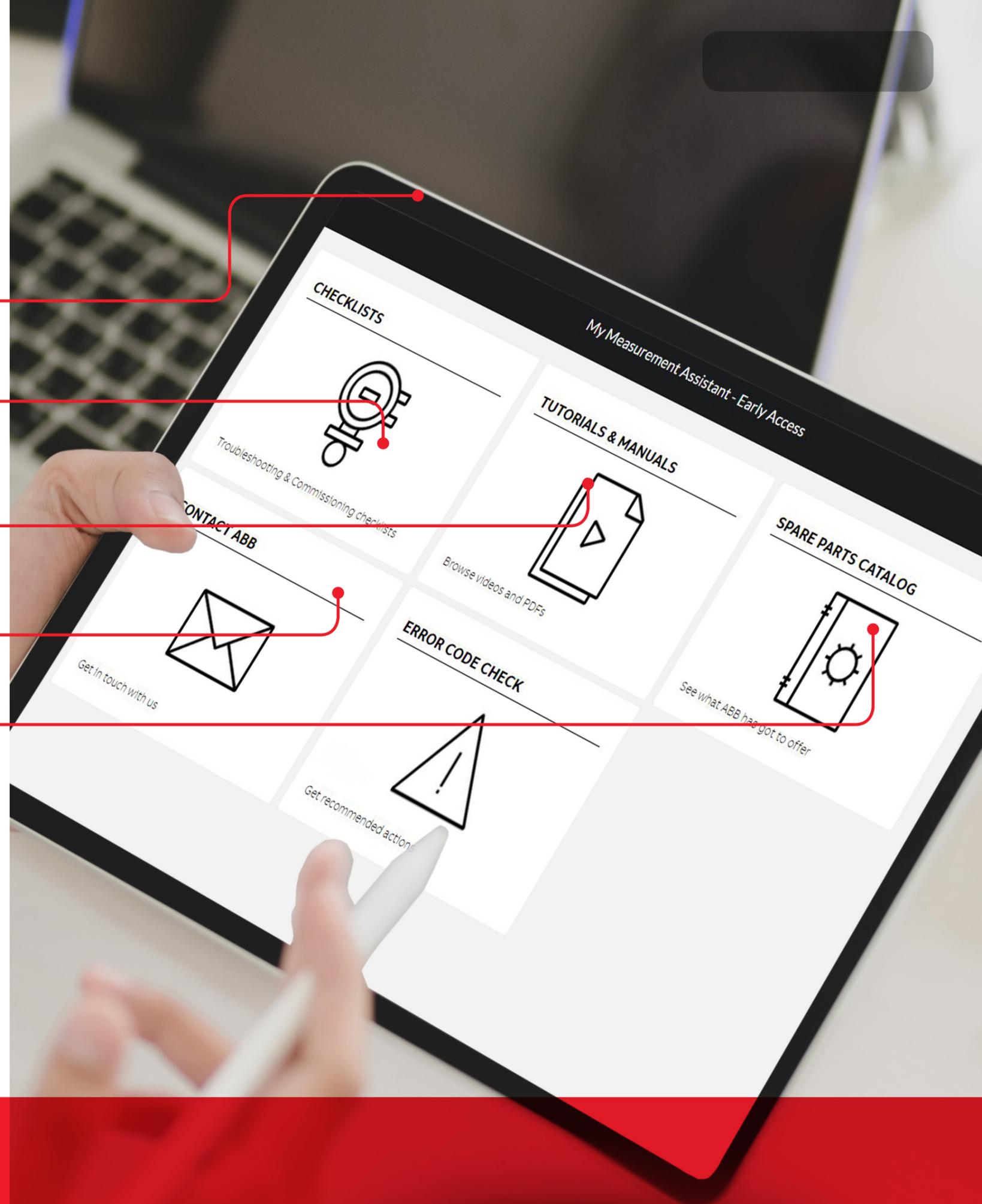
Commissioning /  
troubleshooting checklists

Downloadable video  
tutorials / Manuals

Contact ABB

Spare parts catalog

- CoriolisMaster
- HygienicMaster (EMF)
- ProcessMaster (EMF)
- Vortex/SwirlMaster



# ABB MyLearning

FREE COURSES AVAILABLE

Online courses

Accessible from any device

Improving operational efficiency

Increase your capability to respond rapidly



# ABB Ability™ Remote Insights for service

Direct connection to expert

Meets ABB's cybersecurity  
requirements

Exchange video, documents  
and other attachments

Live annotations, excellent  
troubleshooting tool

Improved safety & awareness



- Android
- iOS
- Hololens



# ABB Ability™ Verification for measurement devices

## FREE SOFTWARE\*

\*ENHANCED/PREMIUM VERSIONS ALSO AVAILABLE

One software package verifies multiple devices

Reduces costs and speeds up maintenance

Meets ABB's cybersecurity requirements

Prepay for enhanced diagnostics and report generation

- Flow measurement devices



# Dynamic QR Code Assistance for Analyzers

**Rapid response solution: the right information in the right hands**

**Better analysis possible based on information including**

- Information for identification and on system configuration
- System health status
- Analyzer module specific information

**Easy handling, reliable data transfer**

**No additional hardware or working steps required**

- Continuous Gas Analyzers
- Continuous Water Analyzers
- Recorders & Controllers
- FTIR / FT-NIR Analyzers



# ABB Ability™ Condition Monitoring for measurement devices

Reduced downtime

Cost saving: Avoid unnecessary on-site visits

Reliable troubleshooting

Assures device availability and productivity

Cybersecure: on-premise solution

- Continuous Gas Analyzers



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# ABB Ability™ Remote Assistance for measurement devices

**Quick issue identification and resolution to reduce downtime**

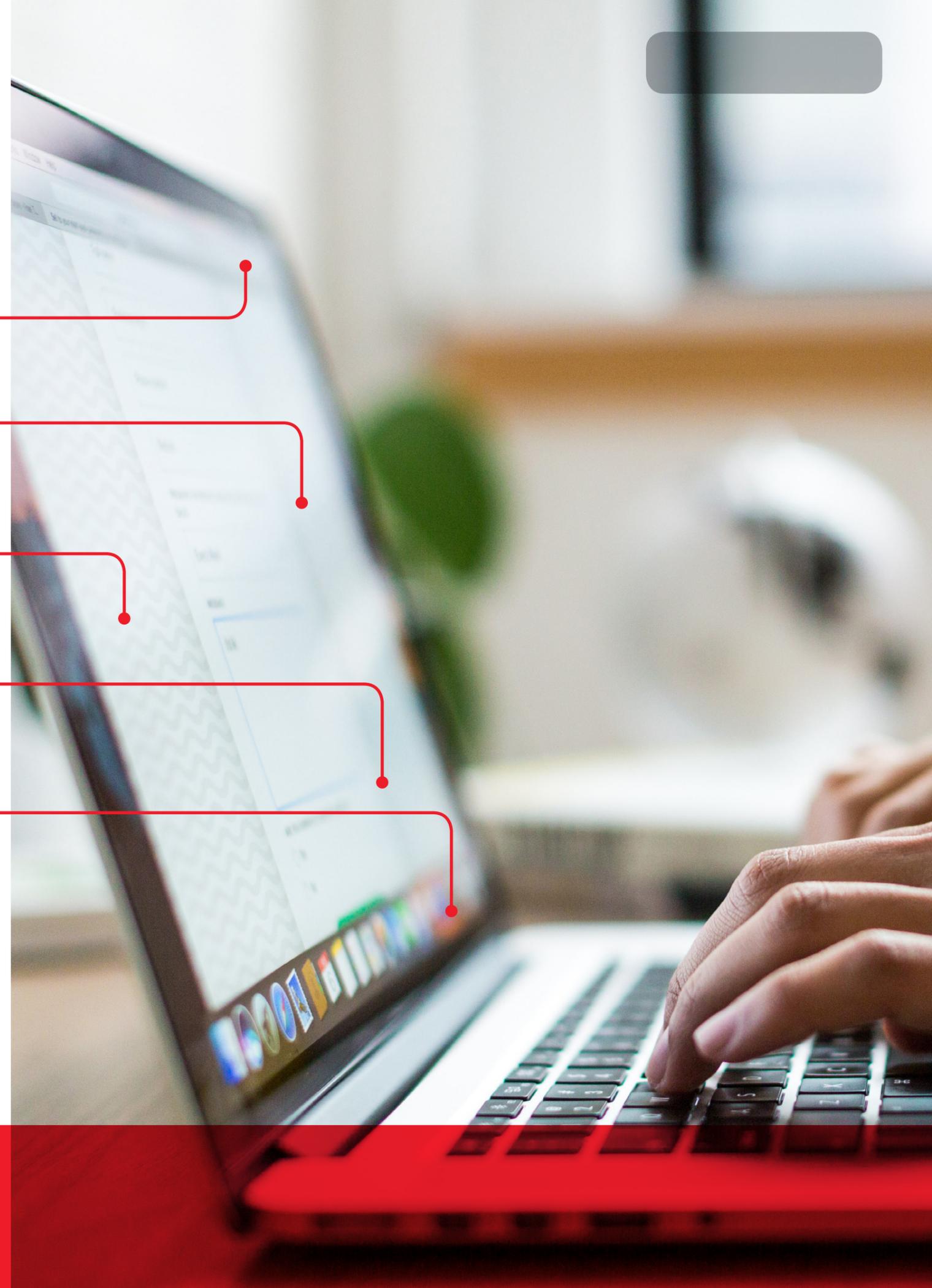
**Direct remote access to the device, no burden of knowledge**

**Access to factory support**

**On-demand access in case of failure**

**Cybersecure: no connection to customer network required**

- Continuous Gas Analyzers



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## Repair & service centers

ABB provides a complete portfolio of world-class services to ensure maximum performance of our customers' equipment and processes. Our repair service agreements are built with great care to serve our customers the best way possible. Our many global service and repair centers bring the right support closer to you.

**We continue to support our customers around the globe**

**Our repair and service centers are optimized to give you the best support fast**

**All necessary measures are taken to keep our employees and our customers safe**



## ABB Health & Safety

In the event that there are no alternative solutions other than the technical support from a service technician on-site, please be assured that ABB is committed to the highest levels of health and safety. The business continuity plan and associated safe systems of work have been developed to mitigate risks to employees, customers and the greater community.

A country task force supports each location to ensure that the best practices are adhered to during all the undertakings of ABB. For those service operations critical to our customers, ABB employees follow these safety measures:

- Frequent completion and review of Stop Take 5 assessment. Service engineers are required to verify their health status at the start of the day and prior to customer visits. All our employees must follow strict hygiene and social distancing practices.
- ABB will work closely with our customers to both share and gather updated status of operating emergency policies to verify and ensure we take the safest approach to all persons concerned.

Health and Safety at ABB is a top priority. We are committed to supporting your process during these challenging times. Working together we can minimize the spread of the virus and benefit the communities to which we operate.

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## Get more information



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