

# SLA (Service Level Agreement)

## What if we could help you to protect your investments?

**What if your operations could be more productive and more efficient? An SLA from ABB establishes an understanding of your installation and a commitment to maximizing your potential.**

We are your strategic partner for improved productivity through increased reliability and safety. We can help improve cost and energy efficiency.

**What if we could help you maximize the lifetime value of your equipment.**

We can provide you powerful tools and the knowledge to optimize and extend the lifecycle of your equipment.

**What if we could increase your production rates while reducing maintenance costs?**

We can optimize the availability and efficiency of your equipment and systems to reduce downtime and increase productivity.

We provide tailored service level agreements; designed by us, built for you, dedicated to your requirements.

We are service  
I am your local partner

## Contact

Contact your local service and sales support team to discuss your requirements further.

For further information visit:  
[www.abb.com/substationautomation](http://www.abb.com/substationautomation)

4CAE000005 Rev A



Service Level Agreements

I am protection for your investment, dedicated to your requirements  
We are service

## Your potential

### Understand your installation and invest in expert recommendations



#### SLA initial package

We provide an initial service agreement package designed to establish a full understanding of your installation to secure a timely and reliable service. Through our site audit we can help you to realize your potential and develop a set of offerings to protect your investment.

We will help you optimize the availability and efficiency of your operations and systems. We will be there to help you, around the clock.



#### Your own ABB representative

With a dedicated ABB representative, you'll have a committed resource ready to respond to your requirements.



#### Contact support

With telephone support and the option for on-site technical assistance, we're there for you.



#### Site audit

Extensive substation-automation system and product checks by ABB experts.



#### Audit review

Expert analysis of the site audit, complete with a list of recommended actions.

## Constant connection

### Delivering critical expertise and spare parts, when you need them



#### Response package

We maintain a constant connection and make every day a reliable one. We are at your service around the clock, quickly and efficiently. We promise to restore your production, assets and processes to full working order within the agreed time frame.



#### 24/7 telephone support

During emergencies or planned production breaks, we're your support team ready to react.



#### Remote support

When you need expert advice, you can count on us.



#### Spare parts package

**We guarantee a fast and flexible service response to maximize your equipment availability.**

ABB manages spare parts through specialist part depots and programs to minimize capital investment and maximize systems availability.

## Working together

### Ensuring a timely, reliable service and development of your internal resources



#### Preventative maintenance

We upgrade and protect your investment - we work with you to ensure stable performance and increased productivity.



#### Cyber-security services

We establish the necessary levels of cyber security, and to achieve that level, while preserving the availability and functional interoperability of your systems.



#### Annual site audits

When you need information on the condition of your equipment, we can provide regular assessments, help and expertise in diagnosis and life-cycle assessments including product and system health checks.



#### Training package

**We offer training courses to develop your in-house capabilities. Achieve greater levels of self reliance and maintenance with a package that improves your own team's capability.**

ABB offers comprehensive training for engineers, operators, programmers and maintenance personnel, providing up-to-date technical expertise for products, systems and services. Training is available at ABB facilities worldwide, at customer sites and online.