

## ServicePRO™ – electric rope shovel application

A proactive and comprehensive service approach as part of an ABB maintenance service agreement

ABB's ServicePRO™ is an interactive software solution featuring ABB's best maintenance practices for improved reliability, increased return on assets and consistent service compliance throughout your equipment lifecycle. ServicePRO™ is included as a central part of all ABB delivered maintenance services contracts to ensure a world-class maintenance process with measurable results.

ServicePRO™ forms the hub for ABB engineers to use for scheduling and implementing maintenance work orders tailored exclusively to ABB solutions. With ServicePRO™ every ABB engineer who works on your equipment brings with them years of knowledge and experience from years of ABB best practice – delivering a proven and consistent maintenance process that gets results. ServicePRO™ provides a consistent maintenance process, facilitating a shift in approach from:

- reactive to proactive.
- ad-hoc to condition based.
- unplanned to planned.

With ServicePRO™ there is no second guessing ABB maintenance procedures or digging deep in to service manuals. ABB equipment will be maintained efficiently to the highest level, increasing system reliability, life span and return on assets. ServicePRO™ provides documented results for all your maintenance efforts and automation expenditure. Managers have direct access to reliable data, providing the insights needed for continuous business improvement.



Electric rope shovel retrofitted by ABB in Itabira – Brazil

### Features

- Automated schedule system for maintenance activities
- Knowledge Base Library of ABB best practice maintenance procedures
- Ability to track items supported by your maintenance contract

### Benefits

- Ensure equipment reliability and machine system up-time
- Longer equipment life span
- Benchmark against other mill locations
- Automates the work process so that your time is freed for other work

Helping you to improve productivity and make better decisions.

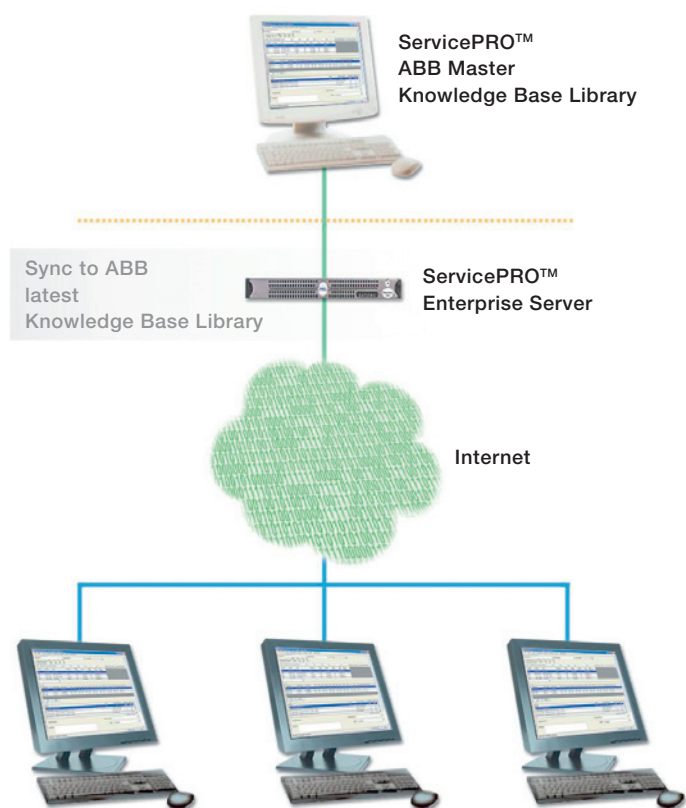
### Mill or enterprise visibility

ServicePRO™ is not just for the local ABB contract engineer. User configurable screens, trends, profiles and reports give management total control and visibility of operations and processes.

- ServicePRO™ allows visibility into maintenance activities at a single mill or across multiple mill locations. Management reporting within ServicePRO™ documents maintenance activities and costs to benchmark between sites with the ability to export to the enterprise system. Mill maintenance departments will be amazed at how much can be accomplished when a preventative maintenance plan has been implemented.

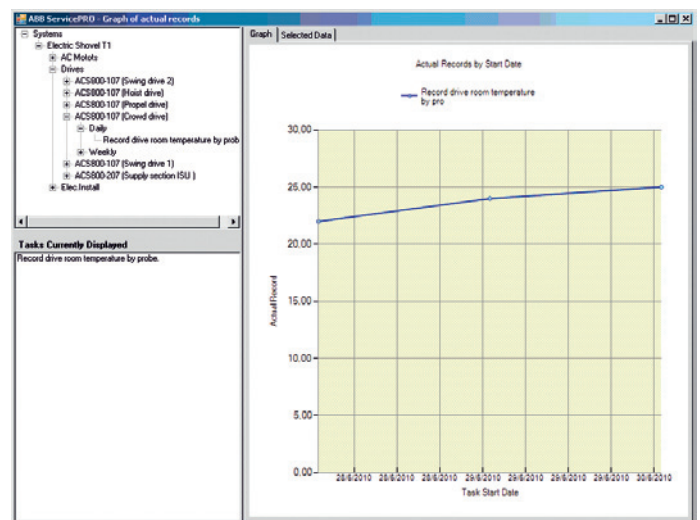
### Knowledge Base Library

The unique foundation of the ServicePRO™ solution is a comprehensive «knowledge database» of service best practices specifically for ABB equipment. Maintenance personnel are empowered to be productive and consistently deliver high quality service. An internet sync to the ABB Master Knowledge Base Library updates the latest revisions to the library including new and improved Preventive Maintenance Work Orders.



### Management reporting and results

ServicePRO™ helps managers improve productivity and make better decisions. The reports generated provide increased operational understanding, improved accounting for parts and materials and more accurate tracking of labor costs. Flexible reporting allows your ABB service engineer or site managers to drill into the information important to them, supporting business critical decisions. Generating standard reports gives complete visibility into your service operations, monitoring what you're doing right, and quickly identifying what needs improvement. Be assured you're getting results from your service maintenance contracts with reports that document contract compliance, assess service effectiveness and overall system performance. From a management perspective, ServicePRO™ offers you real-time awareness of your team's activities and the reporting you need to proactively manage your operations. ABB delivered maintenance services and the power of ServicePRO™ is carefully planned to minimize production losses, reduce maintenance costs and improve the profitability of an operation. In turn, this helps client's achieve a competitive advantage with an explicit focus on improving their bottom line.



For more information, please contact:

#### ABB Ltda.

Avenida dos Autonomistas, 1496  
06020-902 Osasco São Paulo Brazil  
Phone: +55 0800-014911  
Fax: +55 11 36889081  
e-mail: [abb.atende@br.abb.com](mailto:abb.atende@br.abb.com)

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