Our Global 24/7 Technical Support Center provides a single point of contact for vessels operating all over the world. Here you have access to our highly qualified support team, able to assist you with a wide range of operational and maintenance issues.

With increasingly advanced vessels and onboard systems, the need for expert technical support is growing. Using the new opportunities afforded by modern IT and telecommunications, ABB now offers the most efficient Global 24/7 technical support service to our customers in the marine and offshore industry.

ABB’s technical support gives you:
- Professional support for your self-maintenance strategies
- Reduced cost of maintenance, and improved asset availability and performance
- Support and advice to resolve urgent operational issues
- One point of contact to manage your case until it is resolved

High competence - on tap
All ABB engineers in the support team are service-minded and fully understand the value of a timely response. They are all specialists with vessel-commissioning and field experience, and are continuously updating their technical skills. Our engineers are trained to assess a failure situation, respond with technical support to perform root-cause analysis, and, where needed, mobilize resources to remedy the problem.

Clearly defined end-to-end process
ABB has a strict end-to-end process and specialized ticket-management system to follow the service requests from receiving the call or e-mail until the issue has been resolved.

One person will be responsible for your case from the start, and you will receive a unique reference number when contacting Global 24/7 Technical Support. Tickets are filtered in queues and automatically given priority based on the vessel's / owner's service contract levels. All activities are recorded and fully traceable, and the service history and warranty records are automatically updated in our vessel database.

Additional benefits for Service Contract customers
Contract customers are entitled to priority service and guaranteed response times when accessing technical support. They also have access to a dedicated Web portal for the tracking of ongoing cases. In addition they automatically receive our Service Bulletins.

Service Contract customers are entitled to priority support and guaranteed response times

Having round-the-clock access to expert competence and advice leads to enhanced operational efficiency - and increased peace of mind for onboard officers and on-shore managers. When a problem arises, Global 24/7 Technical Support can be critical for minimizing or eliminating off-hire breaks.
Contact us

Global 24/7 Technical Support:

Phone: +47 91 61 73 73  
E-mail: support.marine@abb.com

For more information please contact Marine Services:

www.abb.com/marine