Industrial Services and Solutions
Metals
As a proven leader in the Metals Industry, and with continued investment and expansion of service products and solutions, ABB is uniquely positioned to support and optimize the performance of your production systems throughout the entire lifecycle.

Contact us to learn more about how our services and solutions can help you to:

- **Keep production running**: Four ways to keep production running (video)
- **Maximize system performance**: How ABB service extends the lives of automated systems (video)
- **Optimize process performance**: ABB’s three step optimization process (video)
- **Deliver operational excellence**: Energy efficiency (video)
Why ABB Solutions are better

In-depth industry expertise and support

ABB’s broad portfolio of services for automation and power provide world-class support, the highest level of competence, and deep understanding of your systems, applications, and processes. ABB services improve equipment productivity, minimize costs throughout the complete lifecycle, and extend the useful equipment life.

The leader in control systems

As the #1 ranked distributed control system provider in the world for over 10 years, ABB lays claim to a broad knowledge base including hardware, software, applications (continuous control, batch, QCS and DCS-based SCADA), project services (project design through project management and startup), and non-contract maintenance services. ABB Leads the market in the following key industries; number one in Oil & Gas, Pulp & Paper, Cement & Glass, Mining & Metals, Continuous Applications; and number two in Electric Power, and Batch Applications*. 

The gold standard for system evolution

No one’s evolution program makes it easier and more affordable to evolve a control system. ABB system evolution makes it easy to remain competitive and position production operations for growth.

Evolution programs prepare ABB automation systems for new technology as it becomes available and continuously evolves systems to new levels of control and connectivity. Lifecycle support programs adapt to meet strategic requirements at every stage of a control system lifecycle. No other control system vendor can offer this level of flexibility.

Ask about:
ABB’s ranking as number one in supplier provided services*

Ask about:
ABB’s ranking as the number one control system supplier for more than ten years

Ask about:
Automation Sentinel, control system lifecycle support and evolution program
Optimization services, documented ROI of 10% – 1,000%

ABB Optimization Services deliver profitability. They use proven, continuous improvement methodology, special tools, and knowledge of systems and processes, to identify and release valuable improvement opportunities.

ABB optimization engineers are creative and single-minded. They enjoy improving processes, and hold the highest level of expertise in the field.

World-class best practices for preventive maintenance

ServicePro provides best preventive maintenance programs for every ABB technology, developed by ABB R&D; and refined by customers and 1,000+ experienced ABB field engineers. Maintenance processes are continuously measured, reported, and tracked then synchronized with the ServicePro database. This process ensures that the latest and best maintenance procedures are available.

The application of these best practices ensures system and process availability are improved, downtime and maintenance cost reduced and automation life extended.

Cutting-edge service-enabling technology

ABB ServicePort, a software/hardware device installed on site, enables ABB experts to provide local support through remote-enabled technology. ServicePort allows ABB assistance with system configuration, process optimization, preventive and corrective maintenance, work order tracking, spare parts, diagnostics, improvement implementation, condition monitoring, and allows faster response and more cost effective access to ABB experts.

*Rankings according to ARC’s 2010 Distributed Control System Worldwide Outlook Report
Service Offerings

Advanced Services

Plant automation provides access to valuable process, production and equipment data. The ability to analyze and utilize this data effectively is paramount to decision-making and response time. ABB Advanced Services use proven, continuous improvement methodology, specialized tools, and knowledge of the systems and processes in your operation to identify and release valuable improvement opportunities.

- Asset optimization:
  - Loop Optimization Service
  - LoopScan and LoopTrack
  - Optimization Implementation
  - Melt Shop Scheduling Optimization (MSO)
- Fingerprint Diagnostics:
  - Alarm Management
  - Industrial Boiler
  - Loop Performance
- Energy Efficiency
- Production optimization
- Power quality and grounding audit
- Microsoft patch management
- Cyber security:
  - Antivirus management
  - System backup/restore management
  - Control system security validation
  - Risk assessment
  - Remote monitoring and operations room
- Operational excellence reliability
  - Service environment
  - Management of underpinning contracts
  - Criticality classification
- Bar and Rod mill pass schedule optimization
- Drive Dynamic Analysis
- Shear Dynamic Analysis
- Hot Strip Mill Optimization
- Harmony System
- 800xA System

Spare Parts and Repair Services

ABB’s global logistics network is strategically positioned to provide fast parts and repair service throughout the world, 24 hours a day. Our organization uses standardized processes, tools and metrics to ensure that components are delivered efficiently to your site.

- Parts Repair Service
- Parts Refurbishment Service
- Remote Troubleshooting
- Corrective maintenance
- Parts inventory management
  - Parts Fingerprint
  - Inventory Access Program
  - Lease to own spare parts
  - Parts contracts
- Pre-Owned Parts
- Parts Test Service
- Emergency Parts Service
- Parts exchange services
- Business OnLine
- Parts maintenance, repair, and overhaul (MRO)
- Spare Parts Service
- Parts kits
- Preventive Maintenance Kits
- Extended warranty time
- RMC products
- VIP module

- NIDS/HIDS management
- User management
- Virus removal
- Support creation of a security organization
- Support security policy creation
- Plant integrity support
- System ownership support
Service Offerings

Evolution and Retrofit Services

The ABB lifecycle management model provides framework used to develop evolutionary services that maximize availability and performance throughout the life of ABB equipment. This model enables ABB to provide optimum support to end-users and a smooth transition to new software and equipment when a product reaches the end of its lifecycle. Most ABB products provide useful service for twenty years or more, throughout that lifecycle, we work to provide solutions that expand the functionality and extend the lifecycle of your equipment.

- Automation Sentinel
- System Extensions for System 800xA
- Control System Evolution Services
- 800xA Lifecycle Simulator
- Software upgrades
  - Software Graphic Conversion Service for Harmony
  - Software Graphic Conversion Service for Advant OCS with MOD300
  - Software license maintenance, software upgrade agreement
- Software management
- Retrofits
- Hardware upgrades
  - Cycloconverter revamp
- Parts Kits

Engineering and Consulting

ABB offers consulting services to identify potential for improvement in the areas of industrial asset management, production processes and operations’ infrastructure. Our highly qualified experts have an in-depth knowledge of the needs as well as best practice your industry, whether you have a single or a comprehensive technical/organizational issue.

- Installation and commissioning
- Engineering services
  - Engineering configuration
  - Engineering planning and specifications
  - Lifecycle Analysis
  - Site Audit
  - Site Survey
- Industrial Energy Efficiency
- Energy efficiency improvements
- Maintenance management systems consulting
- Reliability consulting
  - Reliability Fingerprint
- Telecommunications
- Environmental Consulting
- Integrity management - pRIME
- Operational improvement
- Safety
- Advanced process control
- Reliability and plant performance improvement
- Automation systems
- Control system manufacturing
- Engineering, design and drafting
- Health, safety and environment quality assurance
- Project management, EPCI delivery for EICT
- Validation Consulting
- Application engineering
Service Offerings

Remote and Technical Support

The rapid advancement of automation and information technology in the metals industry requires a high level of expertise in maintaining and managing resources. The ABB Service Environment™ has been developed specifically to meet these challenges.

Advanced remote technology delivers higher service value and performance. Remote Services extend assistance for a wide range of support needs. From telephone and self-service web support to direct and secure system interaction, remote services provide real-time access to technical specialists globally, and service experts 24 hours a day.

- Remote troubleshooting
- Technical Telephone Support: SupportLine
- Wireless remote diagnostic solution for analytical instruments
- Remote Access Link Connectivity
- Drive Monitor: Remote enabled service for MV Drives
- ServicePort Service Delivery Device
- Remote condition monitoring

Maintenance and Field Services

Effective predictive, preventive and corrective maintenance practices maximize the performance of your automation and production equipment. ABB service personnel are trained in the latest diagnostic, repair and maintenance practices to ensure adequate ROI. Maintenance solutions such as condition monitoring help to predict equipment failure and prevent costly downtime.

- Life Expectancy Analysis Program for motors
- Remote condition monitoring
- Power quality and grounding audit
- Resident engineer program
- Resident field service engineer for analytical instruments
- ServicePro 3.0 Service Management System
- Predictive maintenance
- Preventive Maintenance
- Maintenance Contracts
- Mid-Life Refurbishment
- MACHsense-P condition monitoring for motors
- Inspection and diagnostics
- Diagnostics and Condition Assessments
- ABB Full Service®
- Service agreements
- End-of life services
  - Disposal and recycling
  - Resale
  - SF6 reclaim and recycling
A skilled and efficient workforce is a plant’s most valuable asset. We help to increase workforce knowledge, providing a more proactive response to system and process challenges. Our training programs for engineers, programmers, maintenance, and operations personnel provide comprehensive and up-to-date technical expertise for existing and new products, processes, and technology advances. Training is available on-site at ABB training facilities, or locally, at your plant site.

- ABB University
- Discount programs
- Coaching services
- Classroom training
- On-site training
- E-Learning
- Authorization process training (expert FSE)
- Maintenance and Operator Training

ABB service engineers understand your process and system to deliver expert on-site installation and commissioning services for ABB products. Services range from self-maintenance support to consulting, support and full project management and outsourcing solutions.
Primary Metals

With more than 100 years of experience in the Metals Industry, ABB is your partner, with deep knowledge and understanding of your specific needs for the Primary Metals processes. Our scope of supplies includes:

- Raw Material Yards
- Coke Plants
- Sinter Plants
- Blast Furnaces
- Services Plant
- BOF/BOS
- DRI Plants
- EAF
- Continuous Casters

Our services comprise project studies and consulting, project management and supervision, basic and detail engineering, erection and commissioning. After-sales services, optimization services and remote diagnosis are also covered.

Hot Flat Mills

ABB offers complete and fully integrated electrical and automated systems. Several plant arrangements are covered, including continuous, semi-continuous, CSP and endless rolling.

The know-how in technological functions and process models, together with our specialized team in hot rolling, allow ABB to guarantee high-quality performance in terms of thickness, width, flatness and temperature.

Our Offering:

- AC rolling mill drives
- DC rolling mill drives
- Operator concept for rolling mills
- Roughing mills
- Surface inspection system
- Coilers
- Finishing mills
- Plate mills
- Steckel mills
With the Industrial IT solutions portfolio, ABB can cover the complete scope for seamless tube and welded pipe mills, from electrical equipment, drive and motors, automation solutions and production control, to providing a full range of professional services. Our scope of supplies includes:

- Basic automation
- Gateway system to process computer
- Technology control
- Main drives
- Network analysis

ABB is a leading supplier of electrical equipment for processing lines in the ferrous industry, stainless industry and non-ferrous industry. More than 450 processing lines have been installed by ABB, in these industries, all over the world.

Our Offering:

- Ferrous Industry
- Stainless
- Non-Ferrous Industry
- Surface Inspection System
Primary Aluminum

ABB’s expert engineering, supply, construction and management services, and vast experience with production processes, ensure results. Our approach sees the plant and its requirements as a fully integrated entity. So, whether you need a single critical component or a complete turnkey electrification system, look to ABB as your single source.

Our Offering:
- Automation Control Arch
- Motors and Drives
- Optimization/Info Mgmt
- Electrification
- Instrumentation

Profile Mills

In 1894, ABB supplied (then ASEA) the world’s first electrical driven rolling mill, at a time when competitors refrained from quoting electrical drive systems. Since then, ABB has achieved multiple innovative solutions, a number of “world firsts”, and a reference list covering more than 150 digitally controlled installations. Dedicated engineers, with deep process know-how, make ABB the most prominent company offering electrical equipment in the field of long product rolling.

Our Offering:
- Mill Types
- Profile Mill Products
Cold Rolling Mills

With more than 100 years of experience in the metals, ABB is the ideal partner for rolling mill projects. With ABB solutions, the following benefits are available to customers:

- Tailor made solutions for green field projects and revamps
- Full scope of electrical and automation equipment ‘Made by ABB’
- Centers of excellence with experienced engineers available in many countries
- Support structure for product and field service available all over the world

Our Offering:
- Ferrous industry
- Roll@xA Optimize
- Surface inspection system
- Non-ferrous industry
- Stainless Steel Industry

CPM Production Control

CPM stands for Collaborative Production Management. CPM is a family of solutions for information sharing, production planning and execution, reporting, asset monitoring, and process optimization (mathematical models). It covers all processes in steel production: hot rolling, cold rolling, finishing and treatment of processing lines.

Typical features:
- Production plan optimization
- Plant-wide sharing of information between business systems and the shop floor
- Production execution (dispatch of production order data/collection of process data)
- Paperless production management (online information, less misprinted data, availability of instructions)
- Visualization of real-time production and equipment status (line stops, operating time, etc.)
- Production performance analysis (time-based and individual-based reporting)

Our Offering:
- After Sales Service and Support
- Environmental Services
- Engineering and Consulting
- Full Service
Contact us

→ 1 800 HELP 365
(1 800 4357 365)
Outside USA/Canada: +1 440 585 7804

Telephone menu options

1 Robotics:
  1 Technical Support or Field Service
  2 Parts
  4 Training
  5 General Inquiries

2 Process Control and Network Management Systems:
  Network Management Systems: EMS/SCADA, DMS, BMS.
  Service for Control Systems
  1 Field Service
  2 Parts
  3 Technical Support
  4 Training

3 Instrumentation and Process Analytics:
  Service for Measurement Products
  1 Field Service
  2 Parts
  3 Technical Support
  4 Training

4 Drives, Motors:
  Field Service, Parts, Tech Support, Training.
  Service for drives, inverters and converters

5 Quality Control Systems (QCS):
  Quality Control Systems: Advant/Master, Accuray, 1180, 1190, ULMA, Measurex.
  1 Field Service
  2 Parts
  3 Technical Support
  4 Training

6 Low Voltage Products and Systems
  (≤480V): Circuit & Motor protection, Electronic Controls, PLCs, Panel Switches, Capacitors, Relays, Soft Starters.
  Brands Include: SSAC, Entrelec, SACE.
  Service for Low Voltage Products and Systems

7 Power Products (>600V–800kV):
  Medium and High Voltage Products:
  Transformers, Relays, Switchgear, Breakers, Capacitors, Switches.
  Brands Include: ASEA, Westinghouse, BBC, ITE, BerMac.
  Service for Medium Voltage Products and Systems
  Service for High Voltage Products
  Service for Transformers

8 Substation Automation:
  PCM, Combiflex, IED, Protection Relays, Microscada, RTU Controls.

9 Power Generation and Water Utilities:
  Field Service, Parts, Tech Support, Training.

0 ABB Help Desk (General Assistance):
  1 SupportLine
  2 Subscriptions
  3 New Products
  4 Account Support
  0 Speak to Representative

E-mail
Field Service:
USServiceRequest@us.abb.com
Parts and Repair:
PartServices@us.abb.com
Technical Support:
AutomationSupportLine@us.abb.com

ABB University:
ABBuniversity@us.abb.com
Help Desk:
ABB.HelpDesk@us.abb.com

Web
General Services:
www.abb.com/service
Parts and Repair:
http://online.abb.com
On-line Product Support:
http://SolutionsBank.abb.com
ABB University:
www.abb.com/abbuniversity

Other service links and contacts
Motors and Generators
sales.us@baldor.com
Power Electronics
Daniel Peters: 262 785 3440
Turbocharging
Tel (24/7): 281 930 8383
Metallurgy Products