Services and Solutions
Water
Services for:

- Measurement Products
- Control Systems
- Drives, Inverters and Converters
- Medium Voltage Products and Systems
- High Voltage Products
- Low Voltage Products and Systems
- Transformers
- Motors and Generators
- Turbine Hydraulics
  - Preventive Maintenance
  - Training
As a proven leader in the Water 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
− Maximize system performance
− Optimize process performance
− Deliver operational excellence

Ask us about Consulting and Asset Centered Services:
− Integrity management - pRIME

About this document
Scan this QR code, or visit http://goo.gl/2xFXY, to receive a PDF version of this document, which includes hyperlinks to additional ABB.com information.
Why ABB Solutions are better

In-depth industry expertise

Ask about: ABB’s leadership in Water and Waste Water

ABB power plant services and ABB’s experience in power plant support provide 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 gold standard for lifecycle support

Ask about: ServiceGrid control system lifecycle support and evolution program

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.

Commissioning excellence

Ask about: Commissioning services for ABB and third-party products and systems

Commissioning services for ABB products and systems; delivered by expert ABB engineers, who understand your processes and systems, meet critical business needs regardless of size or complexity. Expert services for new applications as well as re-commissioning and ‘return-to-service’ equipment assure maximum performance and reliability for the entire equipment life.

Regardless of project size or complexity, flawless execution, cost management and safety, make ABB an ideal partner now and throughout the entire life cycle of installed ABB equipment.

Cost-saving optimization tools and continuous improvement methodologies

Ask about: Optimization Services for Unit Start Up, Combustion Boilers, Control Loops, Tuning and System Performance, Alarm/Event Management, Advanced Process Control

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.

Cutting edge service-enabling technology

Ask About: ServicePort

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
ServiceGrid – water industry

Comprehensive service solutions for the water industry
ServiceGrid delivers service solutions to match the operational and maintenance needs of the water treatment facility. Through planned delivery, ServiceGrid provides maintenance and engineering services that increase reliability, support maintenance staff, and assist operations.

Program services

<table>
<thead>
<tr>
<th>Program services</th>
<th>Core</th>
<th>Select</th>
<th>ProActive</th>
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<tbody>
<tr>
<td>Software updates</td>
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<tr>
<td>Security/anti-virus patch validation status</td>
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<td>Web access support</td>
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<td>Unlimited product technical phone support (response commitment)</td>
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<td>Priority one-hour 24/7 technical phone support</td>
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<td>ABB Automation University discount</td>
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<tr>
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<td>Annual usage report</td>
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<td>Remote connectivity</td>
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<tr>
<td>Corporate/central engineering support</td>
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<tr>
<td>Designated support leader</td>
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<tr>
<td>Quarterly report and review</td>
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</tr>
<tr>
<td>Application/process support</td>
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<tr>
<td>Enterprise-wide report and review</td>
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✓ = included. O = available as an option. ★ → ★★★ = increasing discount level.

Program options

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<tr>
<th>Program options</th>
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<tr>
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<td>Cyber security patch delivery (monthly)</td>
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<td>Spare parts spending/consignment program</td>
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<tr>
<td>Instrumentation service</td>
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</table>

Increase performance and efficiency
- Extend asset life
- Complement technical resources
- Protect financial and intellectual investment
- Maximize reliability
Security services and solutions

The potential impact of a security incident includes endangerment of public or employee safety, loss of production, fines due to violation of regulatory requirements, harm to the environment, equipment damage, and negative impact on corporate image.

ABB’s security products and solutions enable efficient implementation of security solutions to meet internal corporate and external regulatory requirements efficiently, while minimizing risk, to increase system function availability and integrity.

ABB’s System Security and Compliance Center is the center of excellence behind the capabilities and delivery of ABB’s security solutions for the Power Generation and Water markets. ABB’s System Security and Compliance Center is staffed with cyber security experts with the knowledge and capability to deliver comprehensive cyber security solutions that keep your systems protected and keep your organization compliant.

- Reduce system vulnerability while increasing system reliability
- Understand physical and logical security demands
- Cost effectively meet corporate/regulatory requirements
- Maintain system data integrity and operational availability
- Meet cyber and regulatory security requirements (NERC-CIP, NIST 800-53, ISA-99, IEC 62443)

<table>
<thead>
<tr>
<th>Security Prevention Services</th>
<th>Update</th>
<th>Defend</th>
<th>Recover</th>
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<tbody>
<tr>
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<tr>
<td>Anti-virus and malware service</td>
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<tr>
<td>Automated security patch and anti-virus deployment</td>
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<td>O</td>
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<table>
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<tr>
<th>Security Disaster Recovery Services</th>
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<tbody>
<tr>
<td>Application backup service</td>
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<tr>
<td>System backup service</td>
<td>✔️</td>
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<tr>
<td>System backup automation</td>
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<table>
<thead>
<tr>
<th>Advanced Security Services/Solutions*</th>
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<tbody>
<tr>
<td>Monitor real-time network/security asset solutions</td>
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<tr>
<td>Manage network/security reporting solutions</td>
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<tr>
<td>Protect systems with network and host perimeter solutions</td>
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</table>

<table>
<thead>
<tr>
<th>Security Assessment and Remediation Solutions</th>
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<tbody>
<tr>
<td>System security fingerprint</td>
<td>Stand alone, one time service</td>
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<tr>
<td>Security consulting services</td>
<td>Stand alone, one time service</td>
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<tr>
<td>Security patch remediation</td>
<td>Stand alone, one time service</td>
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<tr>
<td>Anti-virus and malware remediation</td>
<td>Stand alone, one time service</td>
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<tr>
<td>System hardening</td>
<td>Stand alone, one time service</td>
</tr>
</tbody>
</table>

✔️ = included. O = available as an option.

*ABB Advanced Security Solutions enhanced with Industrial Defender®
Advanced Services

Analyzing and utilizing automation data effectively is paramount to decision-making and response time. ABB process and asset optimization services use a proven, continuous improvement methodology, special tools, and knowledge of the systems and processes in your operation to identify improvement opportunities.

Asset optimization
- ServiceGrid: Comprehensive service solutions for power
  - Subsystem or equipment level energy efficiency analysis
  - Security services and solutions
- Fingerprint Diagnostics:
  - Harmony System
  - Alarm Management
  - Boiler
  - Process Optimization
- ICE Services
  - LoopScan and LoopTrack services
  - Production optimization
  - System health check
- Power Plant Tuning
- Firmware management service
- Cyber Security Patch
- Loop Performance
- 800xA System
- Security

Products

ABB provides solutions for electrical and automation processes in all water industry applications.

Our Offering:
- Drives
- Motors
- Softstarters
- Low voltage products and systems
- PLC’s
- Medium voltage products and systems
- Control systems
- High voltage products and systems
- Transformers
- Instrumentation and Analytical
Instrumentation

With a worldwide network of manufacturing plants and strategically situated calibration labs, ABB instrumentation is a global leader in solutions certified to international standards. ABB instrumentation provides a wide variety of FOUNDATION Fieldbus, PROFIBUS and HART enabled instrumentation.

Our offering:
- Environmental Monitoring
- Condition Monitoring

System Integration

ABB’s integration experts not only specialize in the areas of instrumentation, control and electrical engineering, but also draw on a profound knowledge of power plant processes. This is the basis for a wide variety of optimization solutions which help plant owners worldwide.
Electrical Balance of Plant

ABB has the engineering capability and experience to deliver “turnkey” system integration of eBOP (electrical Balance of Plant).

Our offering:
- Cable and Trays Systems
- Low Voltage Systems
- Facility Management
- Medium Voltage System
- Motors
- Control Center
- Outage Support and Management
- Maintenance Support Contracts
- Control Systems

Control

ABB’s power plant automation systems are based on field-proven control platforms. In order to serve power generation requirements for plant control and optimization, specific products and applications have been developed.

Distributed Control Systems:
- Symphony Plus
- System 800xA for Power Generation
- Symphony Harmony/INFI 90
- System 800xA Compact
- Symphony Melody
- Freelance
- Procontrol P14
- SATT
- Procontrol P13
- Symphony DCI System Six
- Advant OCS with Master Software
- Advant OCS with MOD 300 Software

Stand-alone products:
- Operator Station
- Information Management
- Condition Monitoring
- DCS Alarm Management
- Simulator Systems
Applications

Thanks to a wide product and solution portfolio, ABB is ready to meet any water management challenge. Our goal is to optimize the employment of water and energy resources and to manage the integrated water cycle with efficiency and effectiveness.

Our Offering:
- Pumping Stations
- Municipal Water Treatment
- Water Distribution
- Industrial Water Treatment and Recycling
- Desalination Plants
- Water Transmission
- Irrigation
- Municipal Wastewater Treatment and Recycling

Energy Efficiency

Energy efficiency is ABB’s business. So too is: raising productivity, assisting processes to operate reliably and ensuring the power grids they are connected to, remain stable. ABB does this across a broad range of industries, predominantly in energy-intensive sectors like power generation.

Our Offering:
- Energy Efficiency Solution
- Plant Assessment
- **1 800 HELP 365**
  (1 800 4357 365)
  Outside USA/Canada: +1 440 585 7804
- **Option 9 for Power Generation and Water Utilities:**
  Field Service, Parts, Tech Support, Training.

**E-mail**

**Field Service:**
PowerGenerationService@us.abb.com

**Parts and Repair:**
PowerGenerationParts@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

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

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