

## Introducing Connected Services

ABB's robot solutions are part of an interconnected 24/7 ecosystem we call

# The Internet of Things, Services and People

All ABB robots are ready to be connected, wirelessly or hard wired, unlocking a world of possibilities in predictive, proactive and immediate support.



As a key product in ABB's long term digitalization strategy we are introducing

## Connected Services.



Connect your ABB robot today to start unlocking advanced services which help you secure the uptime and optimize the performance of your robot systems, while realizing up to **25% fewer incidents** and **60% faster response time** and issue resolution.

## The Connected Services suite

consists of five services that can be tailored via ABB's flexible Robot Care service agreements to meet the unique needs of your plant.

Connected Services all leverage **actionable data** transferred via sophisticated software from connected robots **worldwide**.

- CS** Connected Services
- CMD** Condition Monitoring & Diagnostics
- BM** Backup Management
- RA** Remote Access
- FA** Fleet Assessment
- AO** Asset Optimization

CS CMD BM RA FA AO

## Condition Monitoring & Diagnostics



is a secure 24/7 monitoring and diagnostics service that ensures **faster reaction time**, **higher efficiency** and **better service technician preparation for on-site calls and technical support**.

This ultimately helps to keep robot systems running at optimal performance.

## Backup Management

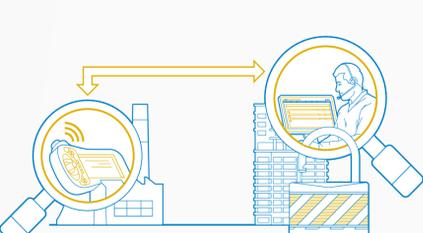
Imagine if your robot programming were **lost or damaged**. How many days- or weeks of reprogramming and fine-tuning would be needed to restore all the settings and operating values?

Backup Management ensures that there is **always a full robot program backup available**. Automatic backups can be scheduled at any time and can be stored in the cloud, or on any server.



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## Remote Access



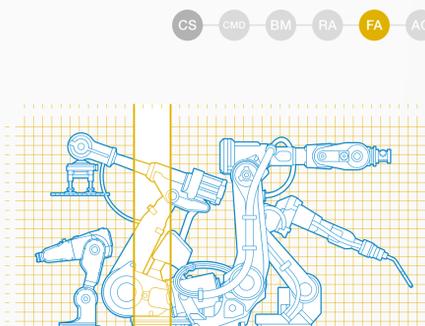
provides **quick and secure access** to robot controllers and connected equipment. Access is given on customer request and supervision, protected by hardware and software security.

Remote Access lets you react to performance related or unexpected issues remotely. **Expert knowledge is available**, as if you were sitting at the controller.

## Fleet Assessment

**benchmarks your robots** to ABB's entire population of connected robots. This allows us to identify the hardest working robots in your fleet and prioritize their service needs.

Fleet Assessment limits the risk of critical failures in gearboxes and motors, effectively **extending the lifetime** of your robot equipment.



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For customers demanding the highest level of performance,

## Asset Optimization



can **help identify** robots, components and software which are not performing at optimal levels, and provide **regular proactive recommendations** on how to avoid events that can cause downtime and **improve performance**.



Asset Optimization includes **periodical analysis** of a robot's general health and performance.

This can lead to up to **25% fewer incidents**, and **60% faster response time** and issue resolution.

All of these Connected Services are delivered to you via the

## MyRobot web application

with its **alarm dashboard**, providing customers and ABB Service with **actionable information through a single intuitive user interface at your fingertips anytime, and any place**.

MyRobot helps to **identify the most frequent failures and alarms** known to cause most stoppages, providing trends and warnings, and **immediate notification and support** in case of trouble.



## Get connected today

by registering your new robot at: [www.abb.com/robotreg](http://www.abb.com/robotreg) to claim your Condition Monitoring & Diagnostics and ABB Basic Care service agreement package for free during the warranty period. Our Connected Services are available via ABB's flexible Robot Care service agreements.



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