

ROBOTICS

Robotics Digital Operation Center - DOC

Securing same service level support
anytime & anywhere



We are here at your service:
You can reach us via one of our
DOC in Asia, China, Americas and
Europe. By using advanced digital
tools and ABB Ability™ Connected
Services, our DOC offer you
professional technical support and
critical issues' resolution capabilities.
A great remote experience
overcoming physical distances.

Creating value for customers and partners

We provide world class services wherever your ABB robots and robot systems are installed. With more than 100 service offices and 1600 service experts in robotics you have the world's widest robotics service network at your disposal.

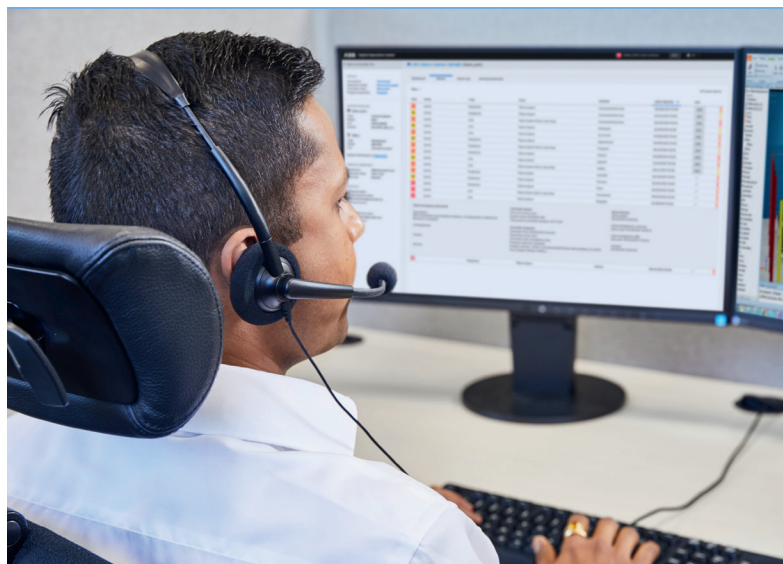
When you need rapid response on technical issues ABB Robotics' digital operations center around the globe are there 24/7 to support you via chat, phone or email.

Global Footprint

- Asia
- China
- Americas
- Europe

Benefits and customer value

- Rapid response to resolve issues closer to using remote assistance technologies.
- Professional technical support on Robotics installed base and its digital tools. Premium support for robots under agreement available.
- Speed up Expert support at site, for critical issues.
- A technical knowledge center in the region that counts on the support of the global network of ABB Robotics Experts.



Support Overview

- **Contact Center**
Receiving inquiries and reports, creation and routing of cases in Salesforce. Defining the business impact of reported issues and ensuring they are handled in a timely and efficient manner.
- **ABB Ability™ Connected Services Support Center**
Remote monitoring of alarms and critical event logs of Robots' controllers and mechanical components. Providing proactive failure information by local service specialist and recommendations on actions.
- **Technical Support Center**
Certified Tech-Support specialists available to provide guidance for troubleshooting, technical advice on robots commissioning and spare parts recommendations. Working closely with the Connected Services Center and with the Field Service teams to speed up diagnostics and physical interventions, whenever it is needed, helping to mitigate time to repair.

Visit us at

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