ABB Life Science Care
Service agreements built with care
ABB Life Science Care
The global standardized service agreement framework that helps our customers

Cut complexity
Less time wasted. Fewer hassles. Simplified service interaction. Services performed safely and efficiently with one point of contact from the start through the duration of the contract.

Control cost
More predictability. Fewer surprises. Consistent service delivery. Structured approach with fixed annual pricing, so customers have a consistent experience every time.

Maximize capital
ABB equipment. Your equipment. Customized service alignment. Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. We start with your assets so we’re on the same page
Drawing from our installation database, ensuring revision levels and performing a health check if desired

Control Systems

2. We work with you to understand your needs

<table>
<thead>
<tr>
<th>If you need</th>
<th>Timely local and remote support?</th>
<th>Added asset and process support?</th>
<th>Improved and updated skills?</th>
<th>New features and functions?</th>
<th>Parts and repair availability?</th>
</tr>
</thead>
<tbody>
<tr>
<td>High asset utilization?</td>
<td>Lower production costs?</td>
<td>Longer asset lifecycle?</td>
<td>Higher production?</td>
<td>High asset and process reliability?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Then you should consider</th>
<th>Rapid response to issues.</th>
<th>Services supporting maintenance.</th>
<th>Training for plant personnel.</th>
<th>Equipment lifecycle support.</th>
<th>Equipment repair support.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimized equipment and processes.</td>
<td>Reduced variable production expenses.</td>
<td>Increased return on investment.</td>
<td>Maximized asset and process availability.</td>
<td>Predictable asset and process performance.</td>
<td></td>
</tr>
</tbody>
</table>
3. Together, we determine the care package that meets your needs
Starting with a LifeCycle Assessment, if desired

1. Rapid Response
Pharmaceutical company in Ireland
needed to instantly view plant metrics and KPIs outside the
control room based on real-time control system data and
analyze historical data and events from their office PC.

We meet that need with RAPID RESPONSE
Guarantees fast and flexible service response to
maximize equipment availability.

Customer Benefit: Access the process information remotely
Equipment covered: ABB Ability™ System 800xA, Smart client
Services include: Service agreement, Secure remote access to
process data from DCS

2. Lifecycle Management
Pharmaceutical company in Hungary
needed to achieve efficient operation of supply by constantly
adapting to the current environment by regularly fine-tuning
and improving the capacity of its production units, and
installing the latest automation technology to support that.

We meet that need with LIFECYCLE MANAGEMENT
Provides powerful tools and our knowledge base
to optimize and extend equipment life.

Customer Benefit: Optimized production
Equipment covered: ABB 800xA Control System
Services include: Service agreement, System upgrade and
expansion

3. Performance Improvement
Pharmaceutical company in Ireland
Enhanced capabilities by upgrading their systems to latest
technology and adding new functionality.

We meet that need with PERFORMANCE IMPROVEMENT
Increases productivity through usability and
efficiency optimization of equipment and
processes.

Customer Benefit: Better asset performance
Equipment covered: ABB Ability™ System 800xA
Services include: Service agreement, upgrade of 800xA system

4. Operational Excellence
Pharmaceutical company in US
sought to automate and streamline many of the reliability-
related activities at the site maintenance and reliability
management.

We meet that need with OPERATIONAL EXCELLENCE
Collaboratively manages your assets, operations,
and risk to deliver strategic business results.

Customer Benefit: Improved production, increased equip-
ment reliability and reduced costs
Services include: Engineering and consulting
4. We apply expert people, processes and tools to perform services
From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software

5. Let’s get started
Choose the options that optimize your agreement.

<table>
<thead>
<tr>
<th>Service</th>
<th>Entry Level Agreement</th>
<th>Pro Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contract Management Services</strong></td>
<td>Prepaid Engineering Hours</td>
<td>Prepaid Engineering Hours</td>
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<tr>
<td></td>
<td>Installed Base Update</td>
<td>Installed Base Update</td>
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<tr>
<td></td>
<td>ABB Service Desk</td>
<td>ABB Service Desk</td>
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<tr>
<td></td>
<td>Contract Manager myABB</td>
<td>Contract Manager myABB</td>
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<tr>
<td><strong>Rapid Response Services</strong></td>
<td>Remote Troubleshooting</td>
<td>Remote Troubleshooting</td>
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<td></td>
<td>Training</td>
<td>Training</td>
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<td></td>
<td>Spare Parts</td>
<td>Spare Parts</td>
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<td></td>
<td>Corrective Maintenance</td>
<td>Corrective Maintenance</td>
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<td></td>
<td>Mobilization to Site</td>
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<td></td>
<td>Technical Support</td>
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<tr>
<td><strong>Life Cycle Management Services</strong></td>
<td>Life cycle Assessment</td>
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<td></td>
<td>Software Management</td>
<td>Software Management</td>
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<td></td>
<td>Control System Fingerprint (*)</td>
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<td></td>
<td>Control System Benchmark</td>
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<tr>
<td><strong>Performance Improvement Services</strong></td>
<td>Loop Performance Monitoring Service (*)</td>
<td>Loop Performance Monitoring Service (*)</td>
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<td>Loop Performance Fingerprint (*)</td>
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</table>

(*) Optional to the standard service package

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abb.com/life-sciences