



INDUSTRIAL AUTOMATION

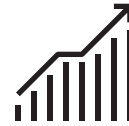
ABB Water Care

Service agreements built with care



ABB Water 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

Analytics	Control Systems	Drives and Motors
Electrical Equipment	Instrumentation	Measurement Products
Power Products	SCADA Systems	Wireless Networks

2. We work with you to understand your needs

If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response to issues.	Services supporting maintenance.	Training for plant personnel.	Equipment lifecycle support.	Equipment repair support.
	Optimized equipment and processes.	Reduced variable production expenses.	Increased return on investment.	Maximized asset and process availability.	Predictable asset and process performance.

3. Together, we determine the care package that meets your needs

Starting with a LifeCycle Assessment, if desired

1. Core



Customer Needed

Guaranteed response for corrective service and technical support for control systems.



We meet that need with **CORE**

Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: **Higher availability**

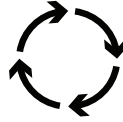
- Support for maintenance, engineering, and operations staff for day-to-day maintenance and operation.
- Structured service strategy and maintenance kits to get and keep plants running.

2. Select



Customer Needed

Improved operator procedures and responsiveness, and connectivity to other systems and devices.



We meet that need with **SELECT**

Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: **Better asset performance**

- Maintaining and extending the lifetime of installed assets. Protected equipment and intellectual property.
- Regularly scheduled updates and upgrades to run optimally and keep up-to-date.
- Cost control, budget stability and predictability.

3. Proactive



Customer Needed

Higher control system efficiency without having to invest in new equipment.



We meet that need with **PROACTIVE**

Increases productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: **More quality production**

- Improved plant performance and reliability.
- Identify risk areas (process, asset, and staffing) with mitigation plans to close identified gaps.

4. Enterprise



Customer Needed

Emergency maintenance, reduced maintenance costs, improved reliability and longer asset life.



We meet that need with **ENTERPRISE**

Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: **Improved operations**

- Optimization of plant automation, electrical assets, and the production process.
- Proactive identification of operational degradation.

4. Let's get started

Choose the options that optimize your agreement.

	Program services	x - Included	o - Optional	Core	Select	ProActive	Enterprise
Cyber Security	Security/anti-virus patch validation status	x		x	x	x	x
	Cyber security patch delivery (monthly)		o		x	x	x
	Security maintenance and remediation services				o	o	o
	Patch deployment services				o	o	o
	Security monitoring solutions					o	o
Maintenance & Sustainability	Customer loyalty offers	x		x	x	x	x
	On-site support solutions	x		x	x	x	x
	Spare parts and repair solutions	x		x	x	x	x
	Unlimited product technical phone support (response commitment)			NBD*	4 hrs	1 hr	1 hr
	Disaster Recovery & Backup Solutions (DCS & Operational Networks)				o	x	x
	Hydraulic system support and services				o	o	o
Operational Improvement	Turbine control support and services				o	o	o
	Annual usage report	x		x	x	x	x
	Power plant tuning service		o		o	o	o
	Operational reports and reviews				o	o	o
	Corporate/central engineering support					o	x
Performance & Reliability	Operational performance monitoring					o	o
	Web access support	x		x	x	x	x
	Training and learning solutions		o		x	x	x
	Annual performance and reliability checks				o	x	x
	Remote support solutions				o	x	x
	Application/process support					x	x
	Designated support leader					x	x
	Diagnostic controls monitoring solutions					o	o
System Life Cycle	Annual installed system life cycle report	x		x	x	x	x
	Software maintenance	x		x	x	x	x
	Operational system total life cycle program					o	x
	Control system total life cycle program					o	x

* NBD (Next Business Day)

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