
ABB Metals Care

Service agreements built with care



ABB Metals 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

Process & Technology	Collaborative Operations	Cyber Security
Control Systems	Drives and Motors	Electrical Equipment
Electromagnetic Stirrers	Instrumentation	Lifecycle Support

2. We work with you to understand your needs

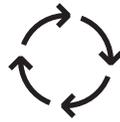
If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you 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



**Rapid
Response**



**Lifecycle
Management**



**Performance
Improvement**



Long steel producer in Brazil

Needed guaranteed response time for corrective maintenance, access to technical support and recommended spare parts.

**We met that need with
Rapid Response**

Guaranteed fast and flexible service response to maximize equipment availability.

**Customer Benefit:
Higher availability**

Equipment covered:

- ABB 800xA Control System
- ABB ACS800M Drives

Services include:

- Corrective Maintenance
- Recommended Spares
- Technical Support



Stainless steel producer in Sweden

Needed access to technical competence for corrective and preventive maintenance, better maintenance planning based on Life Cycle analysis, and lower maintenance costs.

**We met that need with
Lifecycle Management**

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

**Customer Benefit:
Better asset performance**

Equipment covered:

- ABB 800xA Control System
- ABB Drives and Motor Control Center
- ABB Robots

Services include:

- Automation Sentinel subscription
- MyRobot Online Support Service
- System 800xA Fingerprint analysis



Aluminum rolling mill in Germany

Needed technical support, help in planning control system evolution and remote asset monitoring

**We met that need with
Performance Improvement**

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

**Customer Benefit:
More quality production**

Equipment covered:

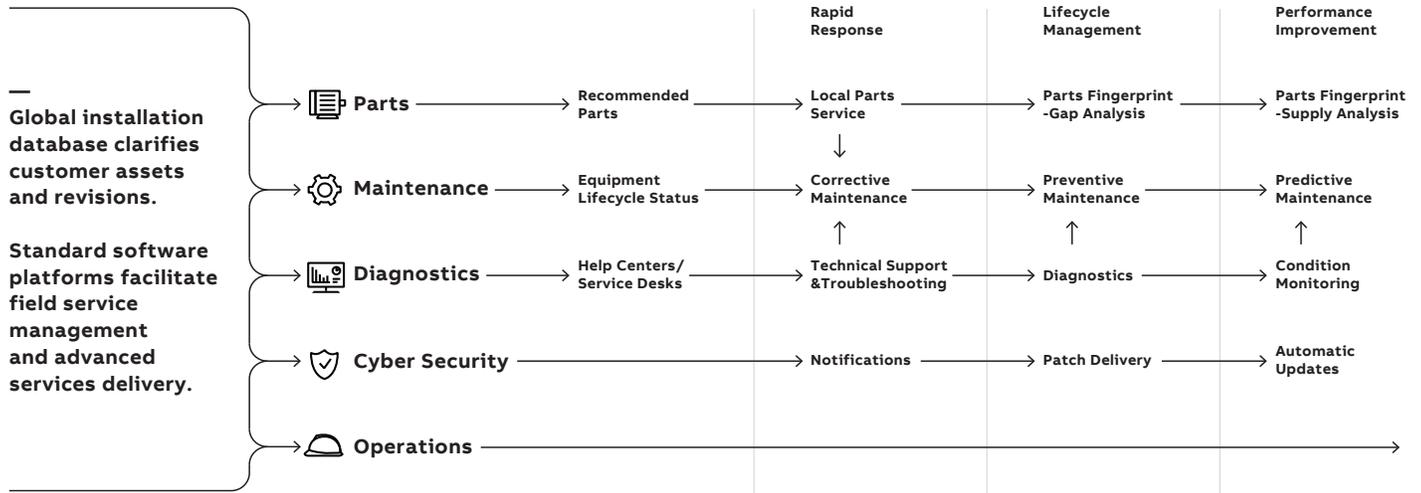
- ABB 800xA Control System

Services include:

- 24/7 Technical Support
- Evolution Planning
- Remote Monitoring

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.

x – Included (as required) o – Optional Shaded = standard on every agreement	Rapid Response	Lifecycle Management	Performance Improvement	Operational Excellence
ABB Contact Center	x	x	x	
Contract Management	x	x	x	
MyABB	x	x	x	
Technical Support	x	x	x	
Remote Troubleshooting	o	o	o	
Mobilization to Site	o	o	o	
Corrective Maintenance	o	o	o	
Spare Parts	x	x	x	
Recommended Spares	x	x	x	
Life Cycle Assessment and planning	x	x	x	
Software Management		x	x	
Preventive Maintenance		x	x	
Parts Fingerprint – Gap Analysis		x	x	
Drives Care		x	x	
Cyber Security Lifecycle Management		x	x	
Parts Fingerprint Supply Analysis		o	x	
800xA Performance Service			x	
Process Fingerprint Service			x	
AssetVista Condition Monitoring				x
Performance Optimization Services for Metals				x
Cyber Security Monitoring Service				x
Loop Performance Optimization Service				x
Training	o	o	o	o
Engineering & Consulting	o	o	o	o
Resident Engineer	o	o	o	o
Visual Remote Support	o	o	o	o