



# Better together

## Grid Automation Service



- Local services globally, resolving any customer issue from one place
- Peace of mind with ABB's service agreement
- Security and competence, 24x7 secure remote expert service

# **ABB Grid Automation Service**

Uniquely qualified to fulfill your needs.

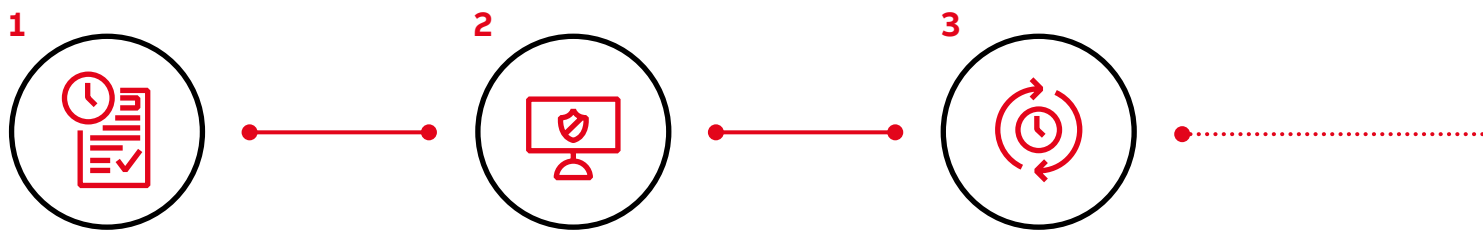


ABB Grid Automation Service is your strategic partner for a changing world. We aim to help identify the most effective course of action for your requirements with a suite of service products that address problems before they grow, ensuring constant care of your assets and helping you hit key performance targets. Our service agreements are tailored to your needs and offer total protection for your investment.

ABB Grid Automation Service has more than 150 service centers strategically located around the globe. These one-stop shops are staffed by 6,000 professionals with extensive industry and service experience on a wide array of power equipment and systems.

Our team of power experts and analysts can help you address today's toughest power challenges and prepare you to meet the challenges of the future.

ABB Grid Automation Service offers a very simple three-stage approach to service to help optimize and maintain your systems.



### Assess

To begin the process, we recommend carrying out an asset inventory and/or a cyber security assessment to understand the status of your current installation. A detailed asset inventory and/or cyber security assessment report is then produced and provided to you along with a set of recommended actions for improving your system health and/or its cyber security.

This process helps you to continually improve security throughout the lifecycle of your system and to understand the health of your assets.

### Implement

ABB provides recommended actions for you to implement based on the asset inventory and/or the cyber security assessment. Upon agreement, ABB can assist you in implementing the recommendations. The measures implemented will enable your system to be up to date and more secure. Furthermore, it is optimized according to your requirements and needs.

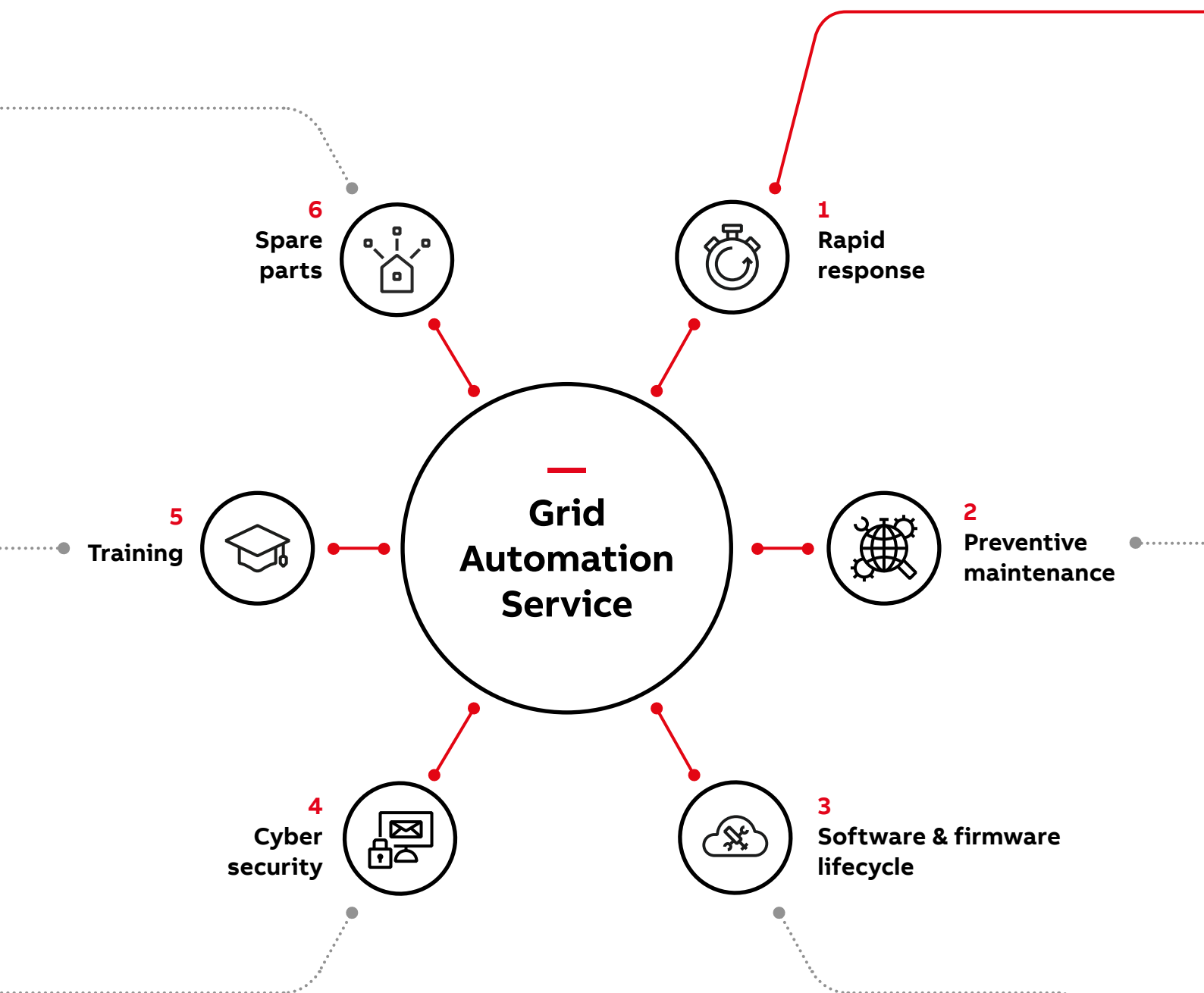
### Sustain

By appointing ABB as your service and cyber security partner, you benefit from ABB's domain expertise across the globe. Additionally, your system will be regularly assessed by your ABB service team for any products, software or solutions that are no longer in production or supported, and for any potential cyber security infringements. This long-term approach ensures sustained, trouble-free running of systems and cyber security vigilance.

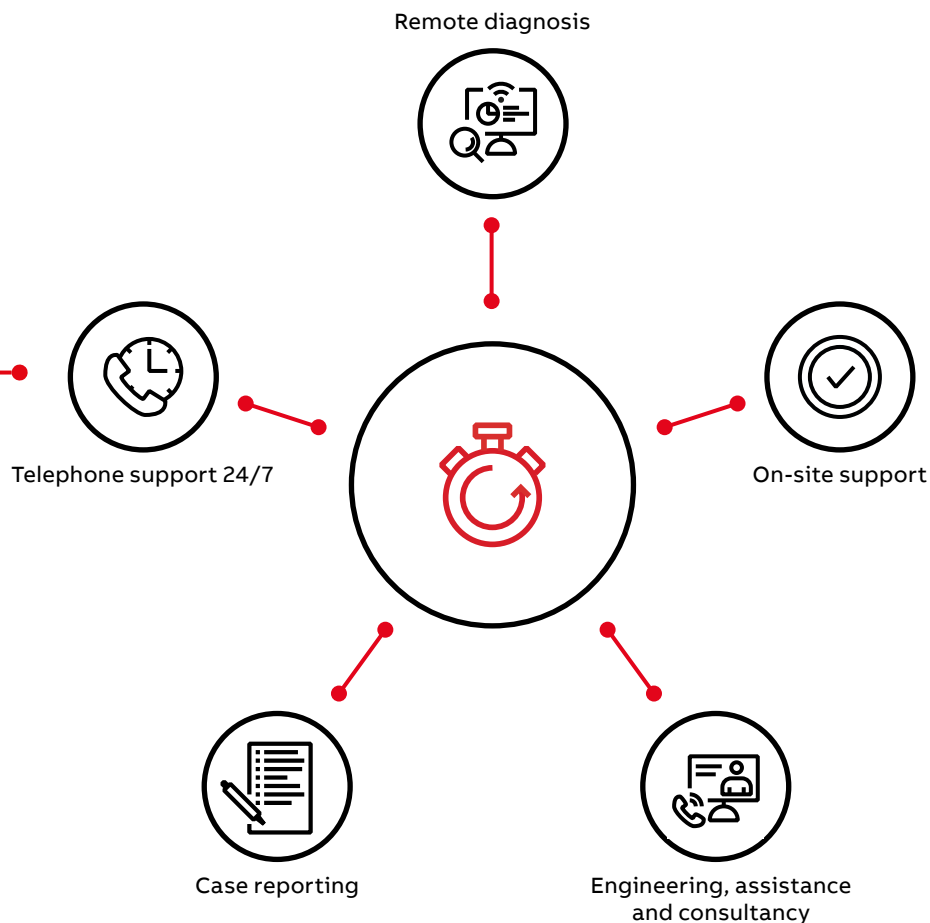


## Six service modules

Delivering an effective course of action for your requirements.



What if you could leave all the worrying about software, hardware, compatibility and security to someone else, and just focus on your business? You can, with ABB's long-term service agreements and digital services.



# 1

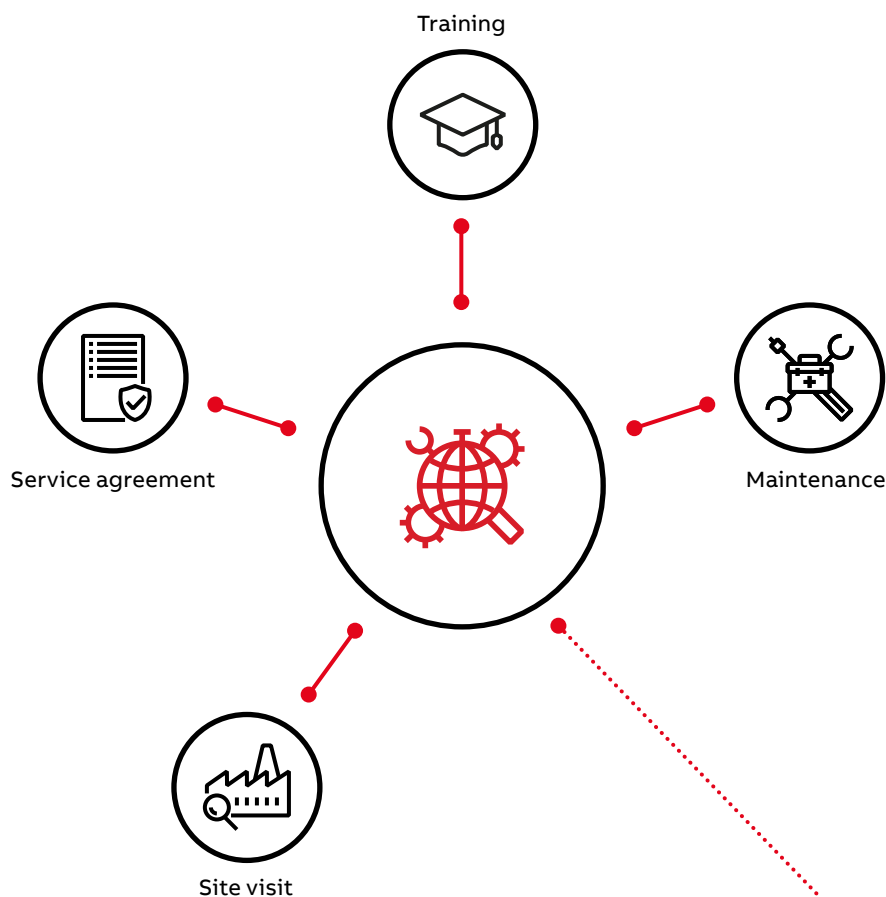
## Rapid response

We guarantee fast and flexible responses to maximize your equipment uptime.

When something goes wrong and you need expert advice and support, our service agreements are tailored to your needs, whether it's related to spare parts, upgrades & retrofits or cyber security. Our remote services and 24x7 call center also provide quick troubleshooting and root cause analysis services, to identify the most effective course of action and address problems before they grow.

### When do you typically need rapid response?

- When you want to ensure that your company's personnel know how to respond quickly and efficiently in any given situation, ABB can provide suitable training options from our range of equipment and system training services.
- When you need spares and configuration, ABB will supply you with exactly the right spare part in full working order, within the agreed timeframe.
- When troubleshooting needs to be carried out quickly, ABB identifies and analyzes the root causes of equipment failure and suggests the most effective courses of action.
- When you need expert advice on when to replace your equipment, or quick and effective replacement, you can count on ABB and our domain expertise.
- During emergencies or planned operational breaks when your equipment or processes fail, ABB is there to provide quick repairs.
- The best way to ensure rapid response is with service agreements tailored to your needs, providing on-site and remote monitoring and support that guarantee fast action in all situations.



## 2

### Preventive maintenance

We employ powerful tools and knowledge to optimize and extend your equipment life.

Hitting key performance targets can be tough to do when you're trying to keep costs under control. ABB's team can devise solutions that help you hit your targets as well as provide software applications that deliver actionable insights for future performance improvements.

#### When do you typically need preventive maintenance?

- When you need assistance to improve the reliability, availability, maintainability and safety of your equipment and production processes, ABB has a suitable engineering and consulting option.
- When you need to increase your personnel's competence in equipment and processes, ABB offers value-adding training.
- When processes need to be running efficiently, ABB helps you get the most from industry-specific advanced services and IT tools.
- When maintenance is needed to ensure equipment is kept in shape and operations continue, you can count on ABB to keep your equipment, machines and systems operating reliably and efficiently.
- When you need to minimize the risk of operational interruptions and increase the efficiency and reliability of production, you can make use of ABB's standardized service agreements.

# 3

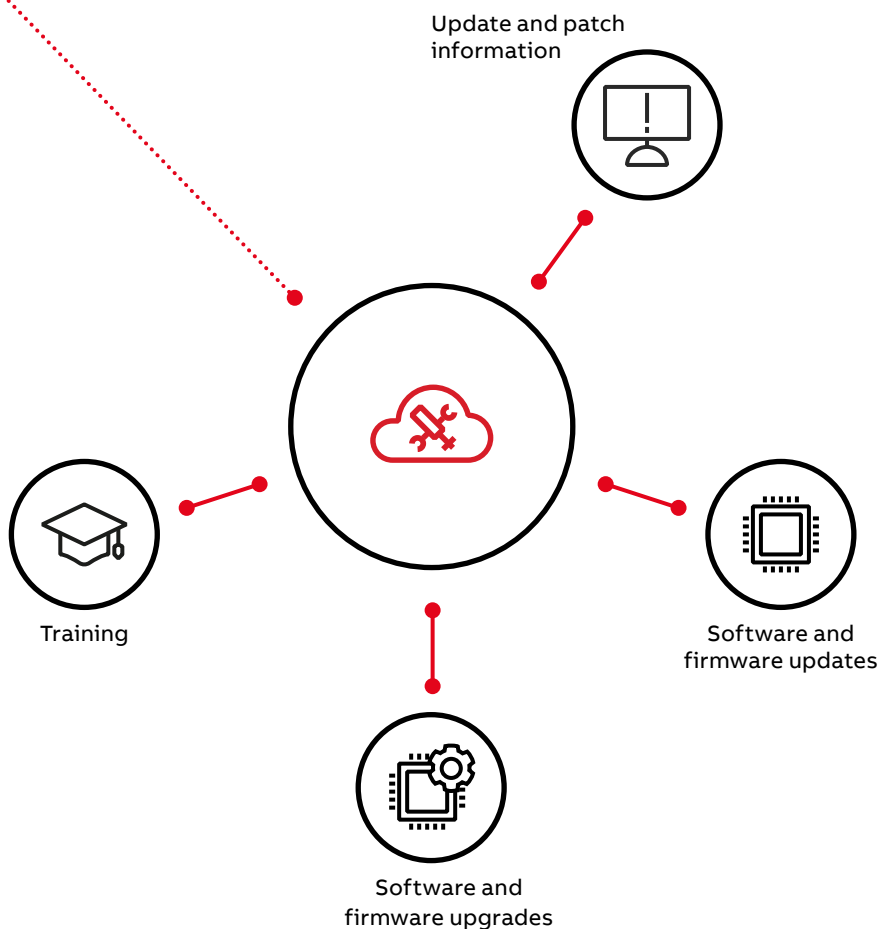
## Software & firmware lifecycle

We optimize connectivity, reliability and efficiency of your assets to increase speed and yield.

ABB can help you extend the life of your assets with extensions, upgrades and retrofits. When it's time to retire an asset, we offer end-of-life services that help you do so cost-effectively and responsibly.

### When do you typically need software & firmware lifecycle?

- When you need to improve operational efficiency in the long term, ABB's international network of skilled professionals and world-class engineering and consulting experts can advise you.
- When you need information on equipment condition and the lifecycle of components, ABB provides help and expertise in diagnosis and lifecycle assessment.
- When processes need to be running efficiently, ABB helps you get the most from industry-specific advanced services and IT tools.
- When your goal is the efficient operation of your equipment, ABB provides extensions, upgrades and retrofits, and helps you apply new solutions and the latest technology in an innovative way. ABB's services aid in lowering environmental impact through decommissioning, resale, disposal, replacement and recycling.
- When your goal is extending your equipment's service life, ABB provides extensions, upgrades and retrofits for active products, and we help you utilize new solutions and the latest technology in an innovative way.



# 4

## Cyber security

We enable smarter system protection to make your utilities more efficient, more productive and more economic.

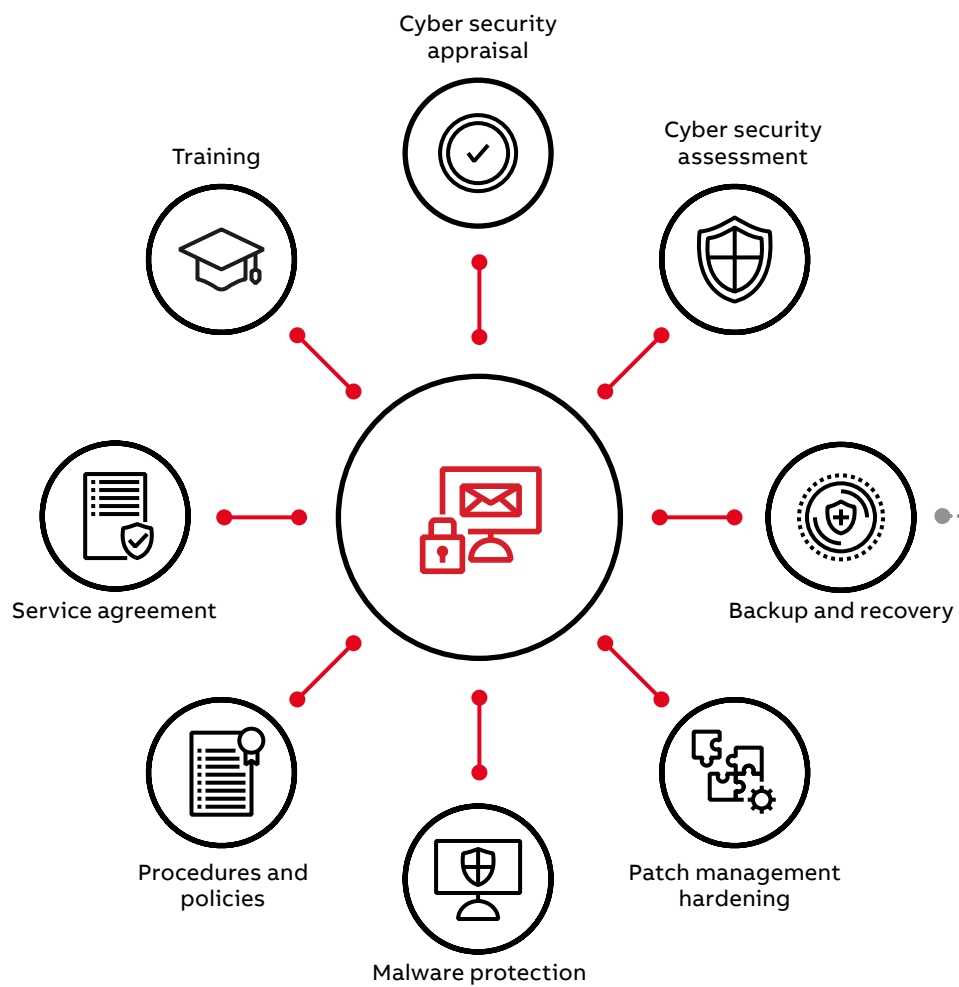
When you need to optimize or modernize your processes, ABB's service team can help you assess the challenge and design cost-effective, fit-for-future solutions. In addition, we offer a wide range of commercial and proprietary enterprise-level applications to help you improve operational efficiency.

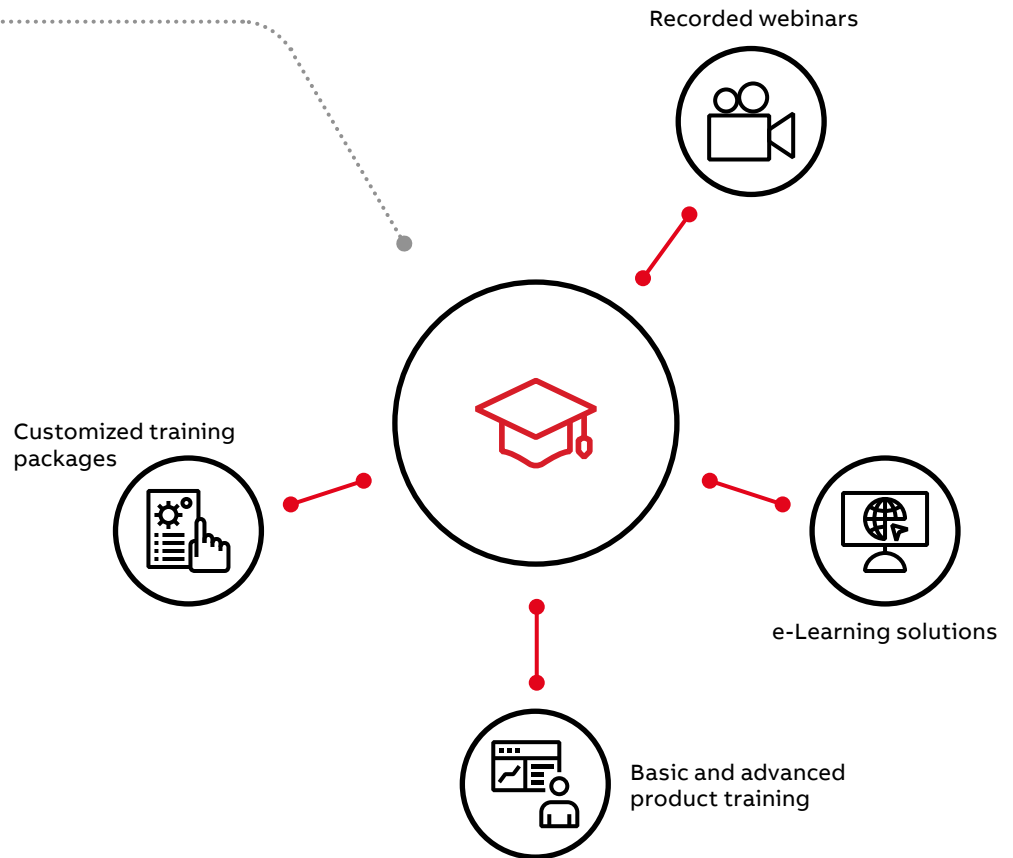
### When do you typically need cyber security?

- When you want your technologies and production processes kept up to date and secure, ABB provides our know-how in international standards and security compliance to help you establish a good basis.
- When you want to ensure that your company's personnel can respond to all situations, now and in the future, ABB provides suitable training options from our range of equipment and systems, cyber security awareness and training services know-how.
- When processes need to be running efficiently, ABB helps you get the most from industry-specific advanced services and IT tools.
- When you need a committed business partner to develop a strategic long-term production efficiency plan with key performance indicators, we can create an appropriate service agreement. Let us take care of performance-based improvement of operational efficiency, competitiveness and profitability while you focus on your core business.
- When you need to minimize the risk of operational interruptions and increase the efficiency and reliability of production, you can make use of ABB's standardized service agreements.









## 5

### Training

Your strategic partner for a changing world.

Turn to ABB for training done right. You can take advantage of ABB's facilities at the ABB University training center, or enjoy customized training programs and tailored courses at your site. We also offer the option of online training.

#### When do you typically need training?

- When you need your employees to be able to operate and maintain utility communication equipment/substation automation, turn to ABB.
- When you want to enhance and acquire new skills and knowledge on ABB equipment and software to optimize your investment, we offer basic and advanced product classroom training with the necessary expertise to lead students through lectures and lab exercises.
- When you want to know the different technology used in utility communication, ABB offers recorded webinars about the different technologies used in utility communication networks.
- When you have specific requirements and learning objectives, ABB can offer you customized training plan to meet your goals.



# 6

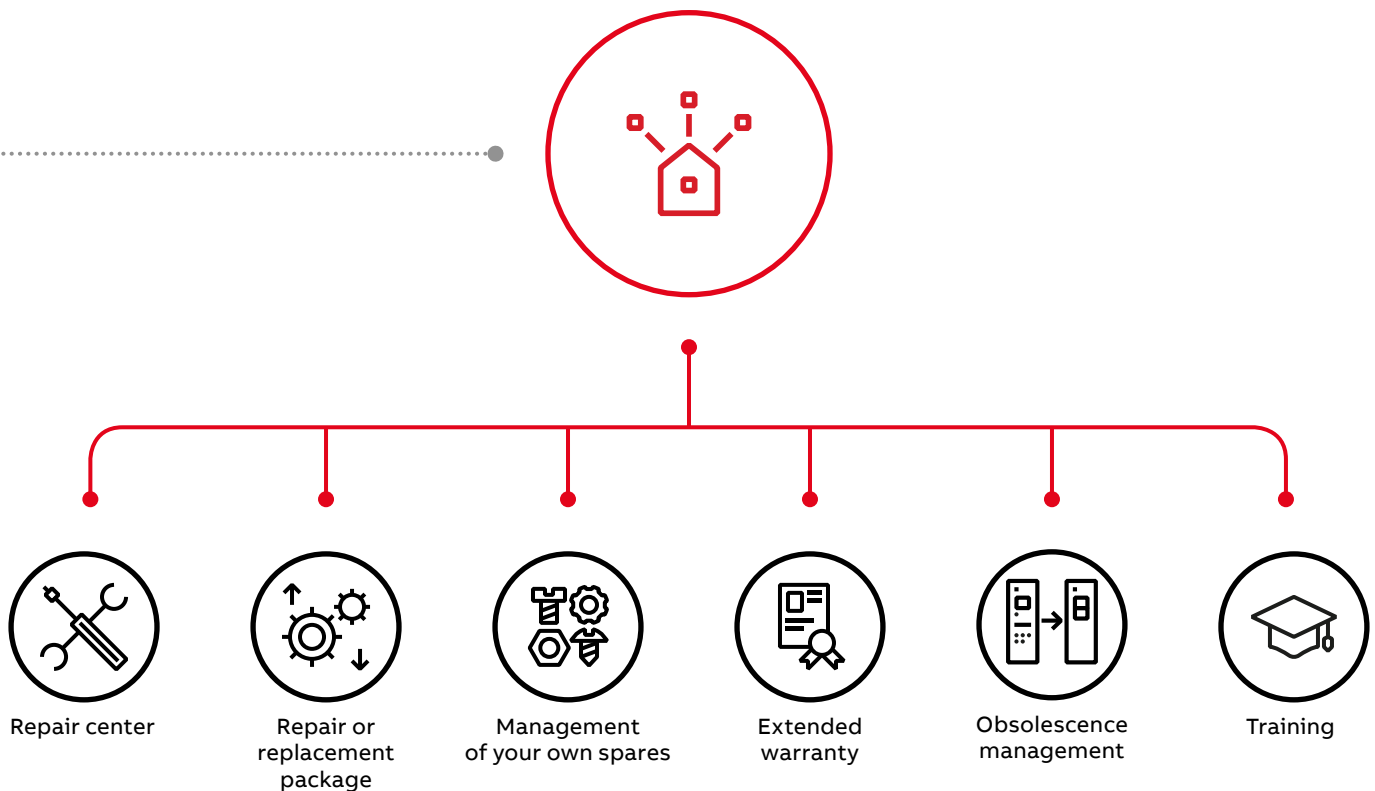
## Spare parts

We offer spare part services for hundreds of parts, delivered quickly to any destination.

From cradle to grave, Grid Automation Service is there to help you take care of your assets by providing installation and commissioning services, maintenance, replacements, spare parts and consumables, and training. We can also help you extend the life of your assets with extensions, upgrades, and retrofits. When it's time to retire an asset, we offer end-of-life services that help you do so cost-effectively and responsibly.

### When do you typically need spare parts?

- When you need expert advice on when to replace your equipment or quick and effective replacement, you can count on ABB's domain expertise.
- When you need help defining the optimum time for replacement or carrying out a replacement in a well-organized manner, ABB takes care of the installation and commissioning to ensure a smooth transition.
- When you want to ensure that you get exactly the right spare part in full working order with configuration tools and requalification, quickly and within the agreed timeframe, ABB is the right service partner.







## ABB Grid Automation Service

Your strategic partner for a changing world.

Our service modules deliver an effective course of action for our customers requirements. They are designed by ABB, built for you, and provide ongoing technical and functional support to help you meet the majority of your requirements. We also offer tailor-made service agreements and products that can be designed and dedicated to your specific requirements. Simply select the services that meet your needs, and contact us to discuss them further.



### Installation & commissioning

Our experience in designing, supplying and building utility networks is unmatched, and that experience can be brought to bear to support the installation and commissioning of your project.



### Engineering & consulting

Our decades of experience building and maintaining utility networks ensures we're always ready to help customers take advantage of our accumulated skills.



### Training

We offer training courses to develop your in-house capabilities. Achieve greater levels of self-reliance and maintenance with a package that improves your own team's capability.



### Advanced services

Designed to support your decision making process, so you make choices that maximize availability and reduce the risks associated with operating and maintaining your systems.



### Spare parts & configuration

Guaranteed fast and flexible service response to maximize your equipment availability.



### Extensions & upgrades

Upgrade to the next generation of hardware and software to extend the life of software, products and systems.



### Maintenance

Reduce downtime and maximize the performance of your equipment through remote and field services.



### End-of-life services

Lifecycle management service to provide effective maintenance, migration and obsolescence planning.



### Technical support repairs

Physical wear and tear take their toll on the most-robust equipment. Eventual repairs are an inevitable part of routine maintenance.



### Replacements

When equipment has reached the end of its operational lifetime, or when additional features are needed, then replacement equipment can be required.

**Firmware configuration & monitoring**

ABB provides the latest software and firmware upgrade recommendations so that you can preserve the availability, cyber security and functional interoperability of your systems.

**Retrofits**

We continually strive for technological advancement. When efficiency and productivity can be improved, we'll recommend the right changes for you.

**Backup & recovery**

Ensure the integrity and availability of critical data, no matter what has happened to the original.

**Asset inventory**

We assess, assist and provide expert diagnoses and lifecycle assessment with an ABB asset inventory.

**Central account management**

System-wide, role-based user account management software as a service.

**Cyber security**

We establish the necessary levels of cyber security while preserving the availability and functional interoperability of your systems.

**Patch management**

Keep your system updated and protected with validated updates and verified third-party files.

**Disturbance monitoring**

ABB will monitor your operations in real time and support operators in taking corrective action in the event of any disturbance or fault.



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**[new.abb.com/network-management/service](http://new.abb.com/network-management/service)**