

# ABB Ability

## Remote assistance for measurement devices



Fast remote troubleshooting makes the difference

Good to know ABB's specialists can help when it matters most

### Measurement made easy

—  
New service approach  
With ABB's digital  
solution

### About ABB Ability™

ABB Ability is our unified, cross-industry digital capability, from device to edge to cloud. ABB Ability combines domain expertise with experience in connectivity to enable customers to know more, do more, do better, together.

### About remote assistance

Designed to restore products back to normal, we know process downtime is crucial. ABB's product specialist to remotely connect, troubleshoot the problem and provide the most effective solution.

### What is included?

As part of the ABB Digital offering, ABB provides on-demand experts availability to secure fast problem identification and solution. The product includes:

- Dedicated channel for support
- Hardware and software supply and installation free of charge
- Up to 24/7 specialists availability
- Up to 24/7 spare parts availability on stock
- Access to factory support
- myABB case log



01

01 Experts at work 24/7 to support you

02 Problem troubleshooting from ABB office

03 Remote assistance in action

**Benefits**

**Reduced downtime** – Quick issue identification and resolution to reduce process downtime

**Cost savings** – avoid unnecessary on-site visit

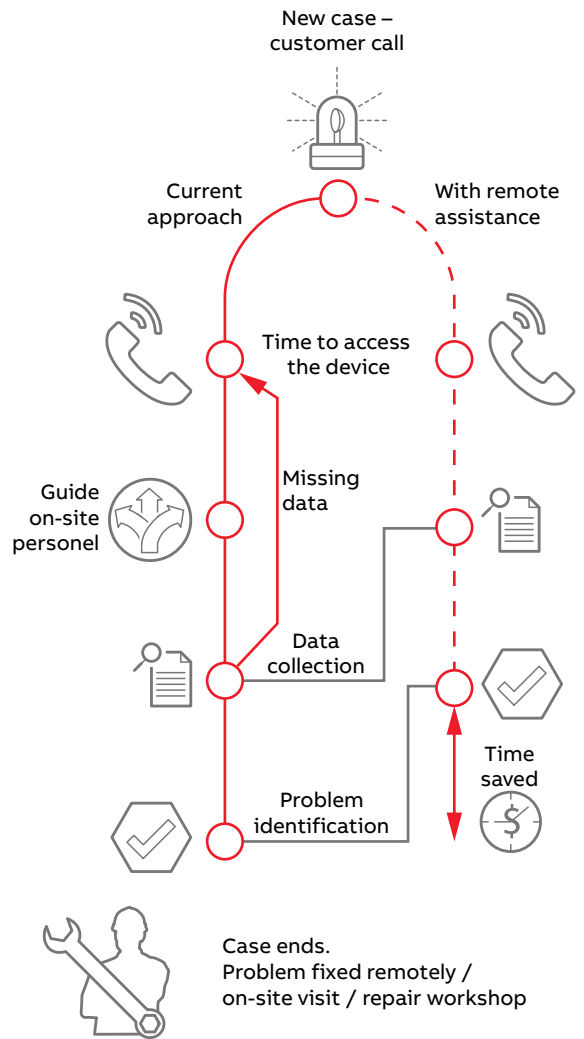
**Reliable troubleshooting** – error-free troubleshooting provides cost-savings

**No burden of knowledge** – Direct remote access to the device, no need to rely on customer personnel time to support

**Cybersecurity** – No connection to customer network



02



03

To find your local ABB contact, visit:

[abb.com/measurement](http://abb.com/measurement)

We reserve the right to make technical changes or modify the contents of this document without prior notice. With regard to purchase orders, the agreed particulars shall prevail. ABB AG does not accept any responsibility whatsoever for potential errors or possible lack of information in this document.

We reserve all rights in this document and in the subject matter and illustrations contained therein. Any reproduction, disclosure to third parties or utilization of its contents – in whole or in parts – is forbidden without prior written consent of ABB. Copyright © 2017 ABB. All rights reserved.