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BROCHURE

# ABB Cloud Services

Minimize risk and maximize value  
with smarter IT services



# Global services

## Day-to-day operational management of your ABB software solutions

ABB Cloud Services offers proven experience and extensive knowledge to provide enhanced ABB software services including building your IT capability cost-effectively. ABB Cloud Services is a mature global operation, with over 35 years' experience, 5 support locations and more than 110 people worldwide.

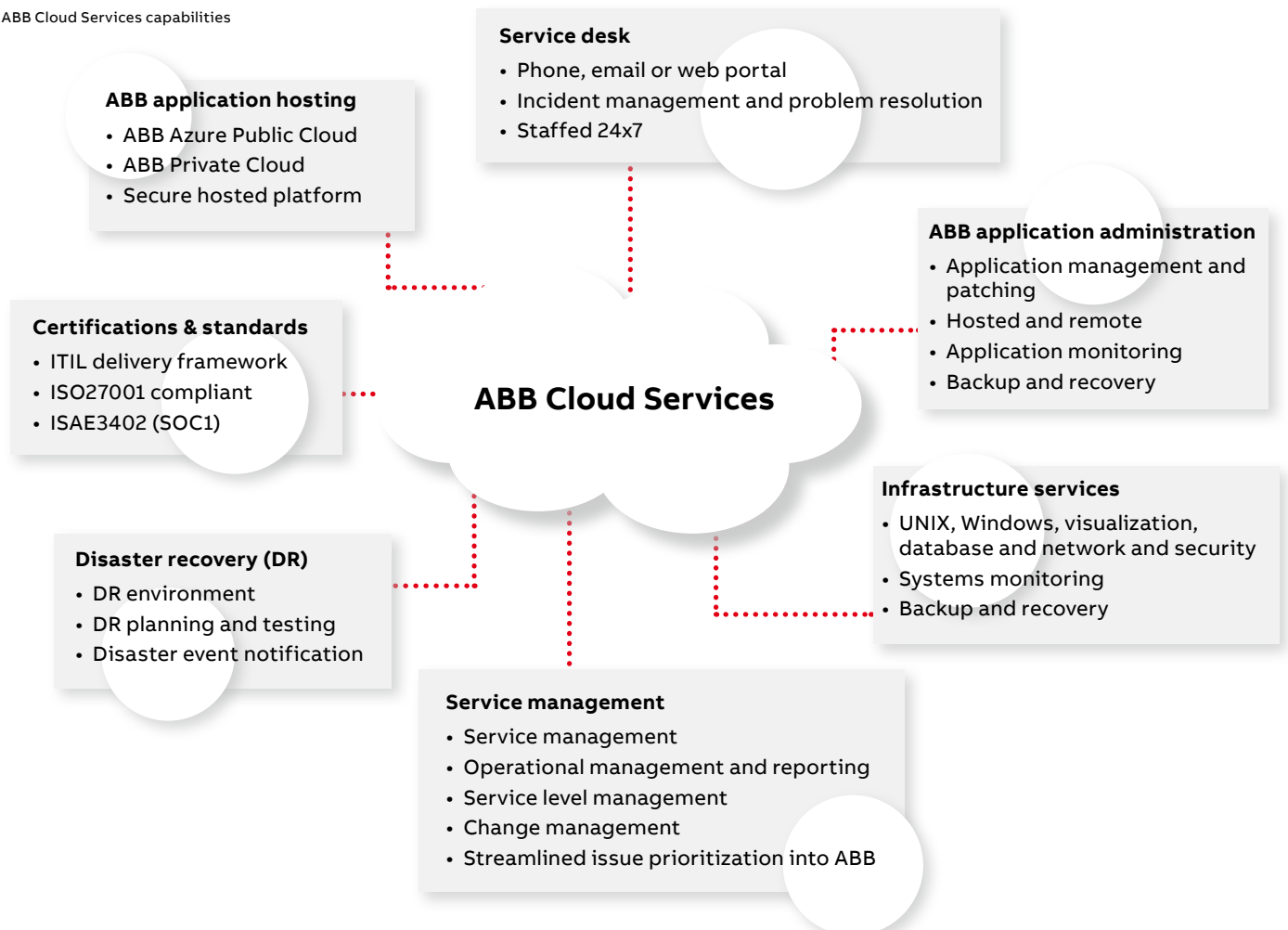
ABB Cloud Services offers a range of 24x7 services:

- Secure IT infrastructure
- ABB application delivery options
- Customer support, including SLA targets
- Disaster recovery planning and services

From an infrastructure perspective, ABB prides itself on providing secure environments for your ABB applications. We offer client delivery options for hosted services via public cloud (Microsoft® Azure®) or private cloud (data centers) and managed services (on-premise or remote).

ABB Cloud Services utilizes the ITIL Service Management framework for application support, including SLA targets. ABB also offers disaster planning and recovery services, to provide customers with speedy recovery in the event of a disaster for 24x7 IT peace of mind.

01 ABB Cloud Services capabilities



## Common IT challenges include the need to:

- Reduce the total cost of ownership for your IT assets with scalable options, including hardware and software infrastructure and manpower costs
- Remove the distraction of IT support and upgrades, so that you can focus on your core business and also provide higher customer support availability
- Provide IT security best practices for your data and environment
- Define an IT disaster recovery plan, tested annually, with the capability to respond 24x7
- Convert from IT fixed costs (capex) to annual costs (opex)

## ABB Cloud Services can help.

### ABB Cloud Services benefits

#### Low cost, scalable, flexible

ABB Cloud Services has the capability to deliver all the services you require to optimize the availability and performance of your ABB solution. The service solutions are modular and enable you to completely outsource application management and IT operations, or you can choose services to complement your internal capabilities.

#### Professional skills and capabilities

ABB Cloud Services can manage your ABB solution and IT infrastructure, upgrades and customer support. ABB Cloud Services provides qualified analysts and administrators specializing in infrastructure, security management, hosting services and ABB solutions. All ABB professionals are backed by knowledge databases, support documentation and development resources.

#### Release and change

- Coordinate with customer's release and change management team
- Adhere to the product's code release schedule
- Follow ITIL change management process
- Global Customer Care and Cloud Services continuous customer support

#### Request and incident

- ITIL-compliant process enables consistent and efficient service
- Service requests and incidents are received 24x7 via our customer portal
- ABB provides 24x7 telephone contact for priority 1 incidents

#### Problem management

- Metric collection based on problem type and impact for risk, root cause analysis and problem remediation
- Monitoring for capacity and system performance
- Issues reviewed by Cloud Services in collaboration with customers

#### Service level management

- Daily monitoring of service level performance
- Event alert escalation processes
- Environment & application availability monitoring
- Monthly reporting of contracted service levels
- Identification of risks and opportunities are tracked and shared with customers

02 ABB Cloud Services management overview

With ABB Cloud Services you can reduce IT costs while improving 24x7 availability and customer support.



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