

## Sharp and fast reports from ServicePro give customer an edge ServicePro reports cut time needed to pinpoint ABB equipment issues

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Bill Levenderis, Process Engineer for Appleton Papers Inc.

**The Report Module is the feature of the ABB ServicePro Service Management System that Bill Levenderis likes the most.**

Bill is the process engineer for Appleton Papers Inc.'s West Carrollton, Ohio, USA mill. He started using the ServicePro reporting feature when he was put into his position a year ago.

He reviewed the reports that were being delivered by his ABB Resident Engineer, and made some adjustments with him in ServicePro.

"We went down menu by menu and together we worked on a report that was concise, but what I needed," he said.

"There are all kinds of stuff available. We went through the different reports, and I got what I wanted."

For example, he uses ServicePro's ability to track work order completion and the contract hours spent on those work orders so that he can manage service scheduling and downtime activities.

"That provides a more efficient use of time for maintenance," he said.

The Appleton paper mill has three machines, and the ServicePro Service Management System provides proactive best service practices for the ABB process automation that controls the machines. ServicePro also provides parts management functions and detailed reporting features that help Appleton

Papers by delivering better process automation efficiency and higher overall mill performance.

"I like the details on the reports," Bill said. "I look at how our service hours are divided among the different machines, and how they are budgeted, and I review the work order reports to see if something pops out at me."

The Report Management Module uses information the ABB resident engineer adds daily. Information on all ABB service work is continuously added to the database.

Bill said details in work order reports help him to review production disturbances and to make his reports to management.

"This really becomes useful in meetings," he said.

"The work order details provide concise information at my fingertips so we can answer questions quickly and get the correct follow-up support on pressing issues," he said.

"Work order history is very helpful in finding the source of problems. Recently we found an issue with a positioning motor that controls the flow of pulp onto the paper machine. With the information in ServicePro, we were able to track exactly which ones were worked on and when," to pinpoint the source and solve the problem.

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In addition to the sharp and fast focus on details, Bill said ServicePro helped them move his maintenance activities from corrective to preventive, and reduce reactive maintenance.

“Our on-call maintenance is way down. It has really dropped,” he said.

“From the customer’s standpoint, ServicePro is very customizable. Other companies don’t have this tool. They don’t even have anything close to it. I appreciate that ABB has it,” Bill said.

“ServicePro is a very integral part of our maintenance program and philosophy,” he added.

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