Robotics Digital Operation Center
Securing same service level support anytime & anywhere

- Creating value for partners and customers around the world
- Global footprint in Asia, China, Americas & Europe
Robotics Digital Operation Center
Creating value for partners and customers

Remote Services
- Robot Studio® Digital Engineering
- Pioneers in Remote Services
- Remote Service Box

ABB Ability™ Connected Cloud Services
- Service Intelligence Unit
- Condition Monitoring
- Tablet interface
- App Store
- Remote Access and Assistance
- All products IoT enabled
- Fleet Assessment

ABB Ability™ Connected Services
- ABB Ability™ Connected Services
- Asset Optimization
- ABB Ability™ Platform
- Predictions
- Customized Applications
- Robots & Applications
- Optimization
- Advanced Agreements

Global Footprint
- Asia
- China
- Americas
- Europe

Benefits and customer value
- Rapid response to resolve issues closer to customer
- Professional technical support on installed base, robots under agreement and all digital tools
- Expert support on critical issues at site, to reduce escalations
- Forming of a technical knowledge center in the region

Support Overview
- Contact Center
  Receiving inquiries and reports, creation and routing of cases in Salesforce. Defining the business impact of reported issues and ensuring they are handled in a timely and efficient manner.

- Connected Services Center
  Monitoring of controller, mechanical components and non-proprietary components. Providing proactive failure information by local service specialist and recommendations on actions.

- Technical Support Center
  Providing technical solutions and exclusive spare part recommendations to customers remotely. Working closely with the Connected Services Center and Training Center for reports and knowledge base contributions.

Available Solutions
- “ABB on the watch” improving both uptime and deteriorating hardware performance

- 3 Solutions available (S4C+ and IRC5):
  - Mobile Service Box (GPRS/3G + ABB Sims (or local sims)
  - Wired/WIFI Service Box (Customer Internet Access)
  - Wired Embedded (Customer Internet Access): Embedded possible from RobotWare 6.04 (Nov 2016)

Features
- Up to 25% fewer incidents, 60% faster response times and issue resolution.

- Condition Monitoring & Diagnostics
- Backup Management
- Fleet Assessment
- Asset Optimization
- Remote Access

- Training Center
  Piloting the creation of a technical knowledge database whilst providing technical training to enhance further the skills of Robotics field service engineers locally.

- Connected Services
  We actively monitor live data being fed to the cloud from functional robots in the field. ABB endeavors to ensure cloud security for all data transmitted within the ABB environment.

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