



Keeping operations going
Remote service solutions to
improve safety and maintenance

START

Finding the remote service solution for your business

Click icons to learn more about our remote services

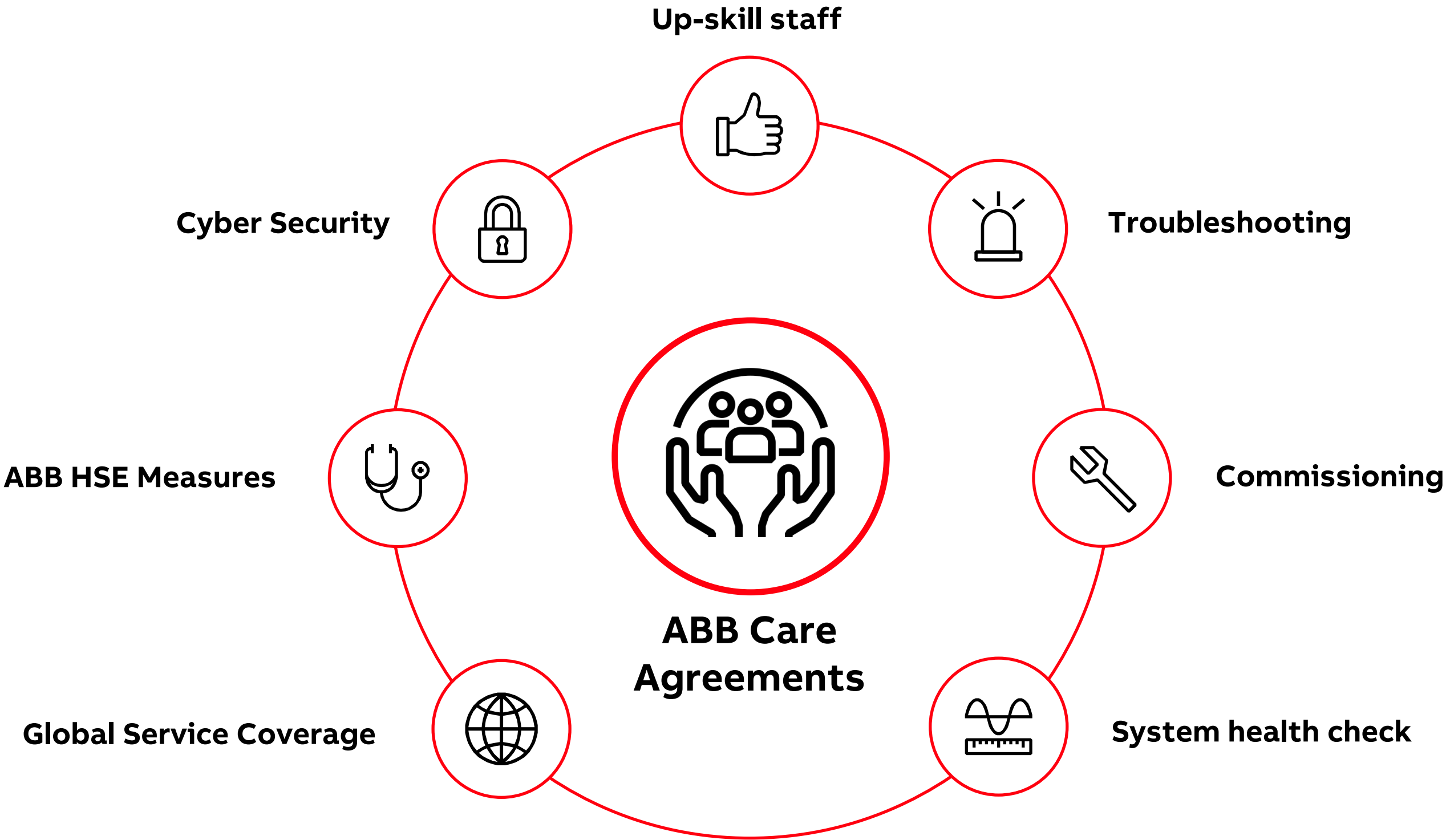


ABB Care for energy industries

ABB Care is a framework that provides **customizable service levels** with optional packages for all types of users in the energy industries.

It simplifies service delivery to control costs, extend asset life and enhance functionality for your automation and electrical assets.

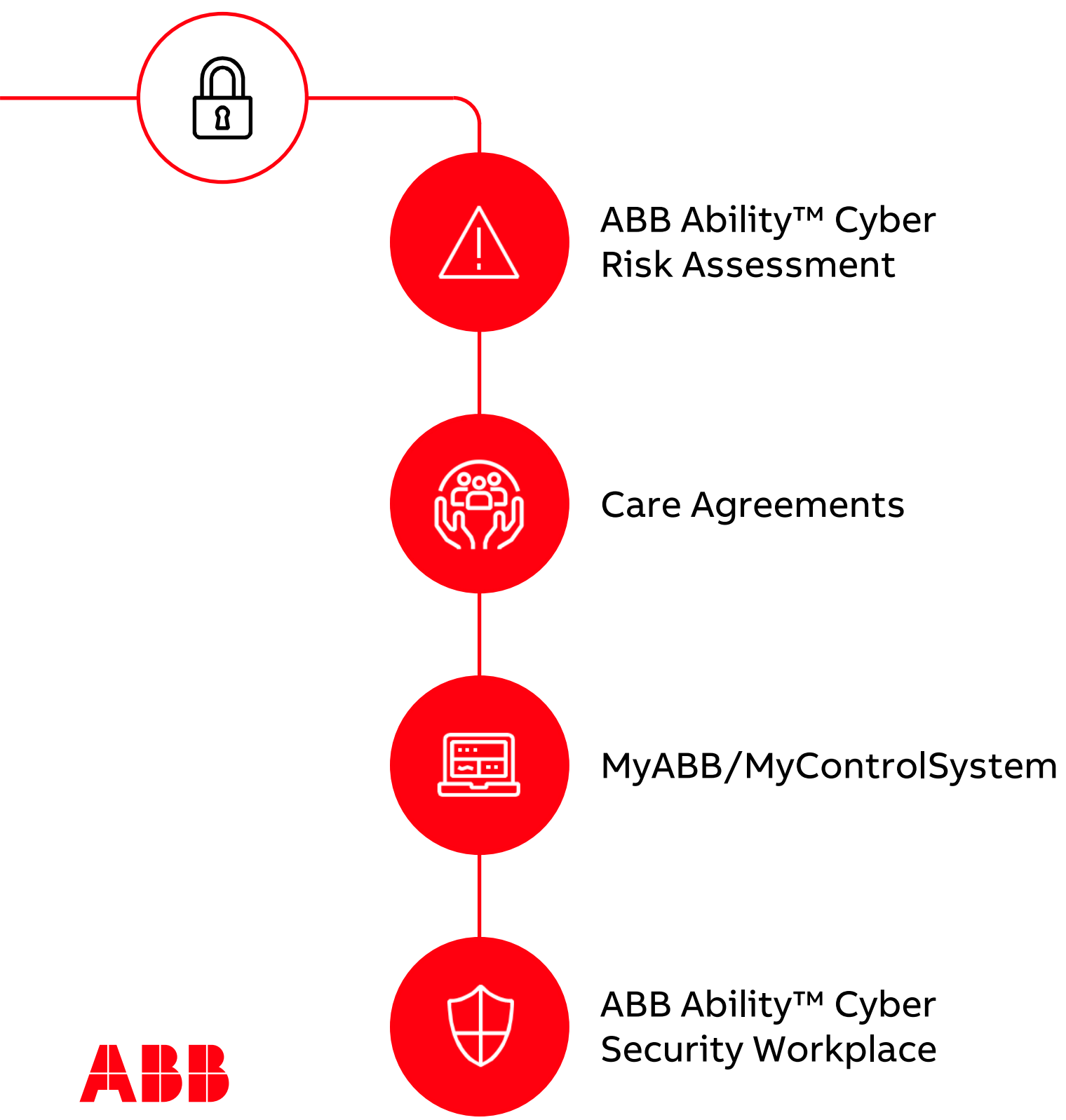
- Streamline your service engagement with us
- Control your lifecycle costs
- Extend the life of your assets
- Transform your operations with digital solutions

At the center of our remote offerings, your Care contract is your **single-point gateway** to service across your entire operation.

Many of our existing Care customers **already have access** to these remote services as part of their Care agreement. Remote connectivity can be added to your Care contract at any time to give you access to your assets.

[BROCHURE](#)[WEBSITE](#)

Design, build, and maintain robust security programs



Smart solutions to help up-skill your staff



Care Agreements



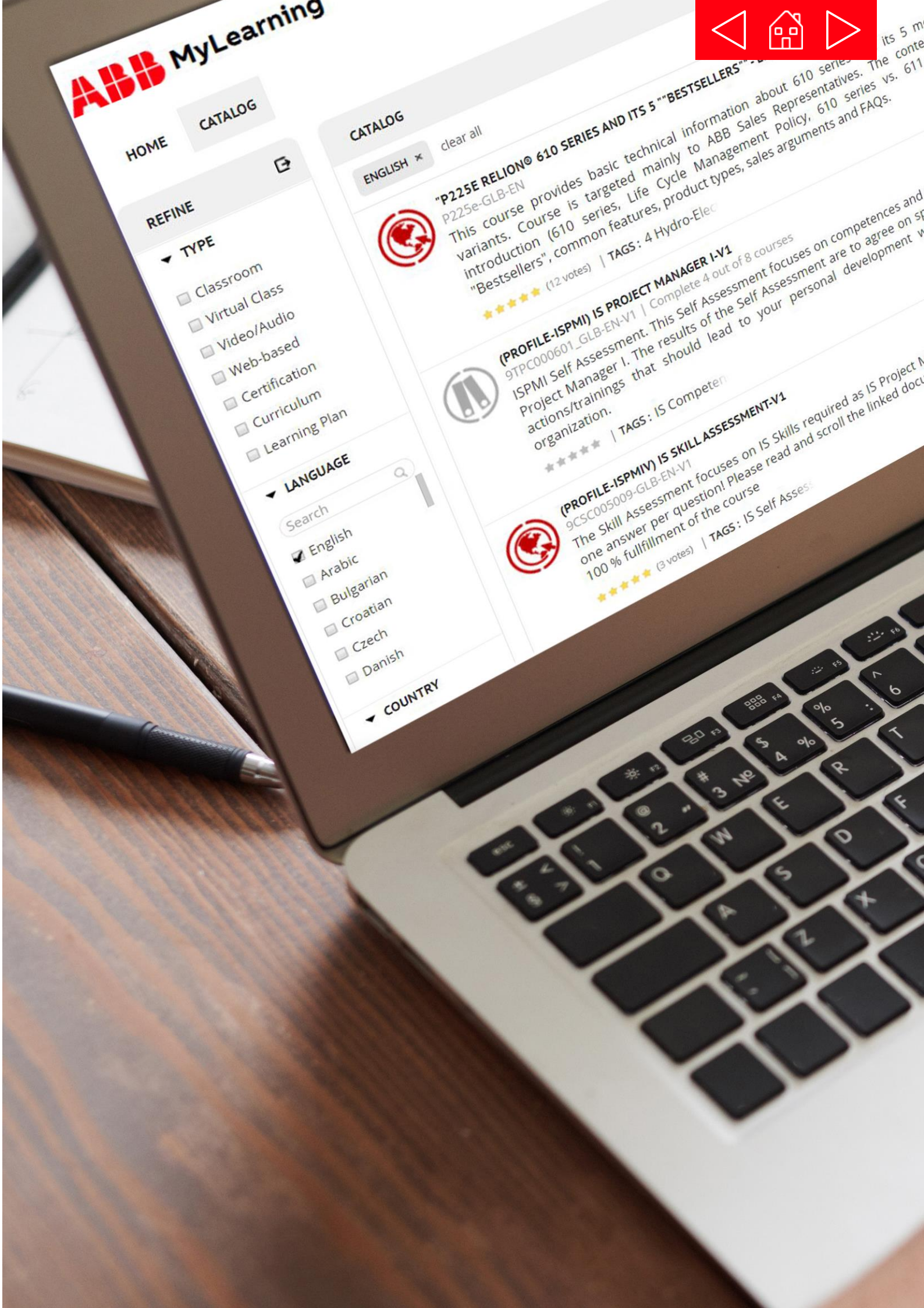
MyABB/MyControlSystem



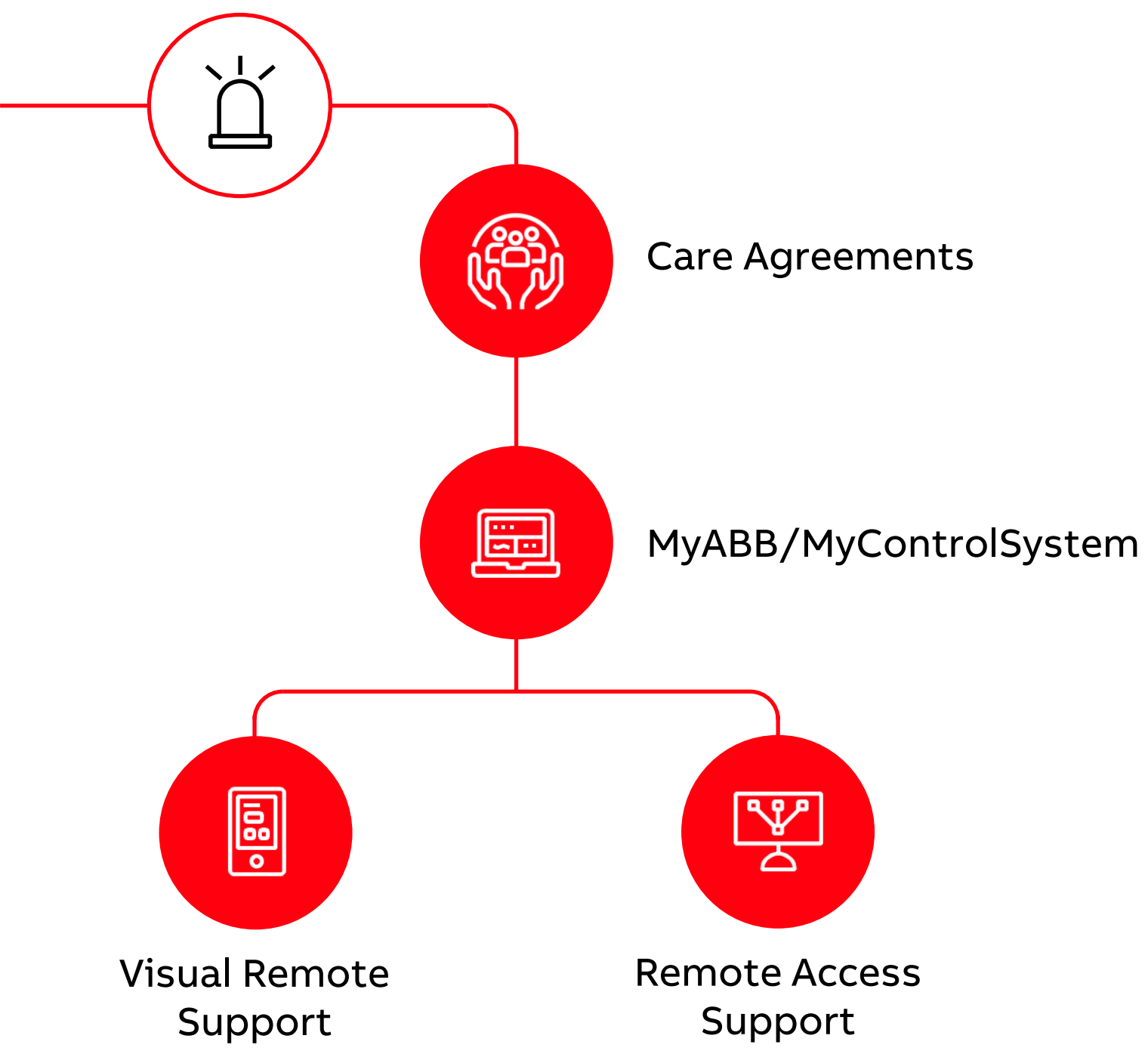
ABB MyLearning



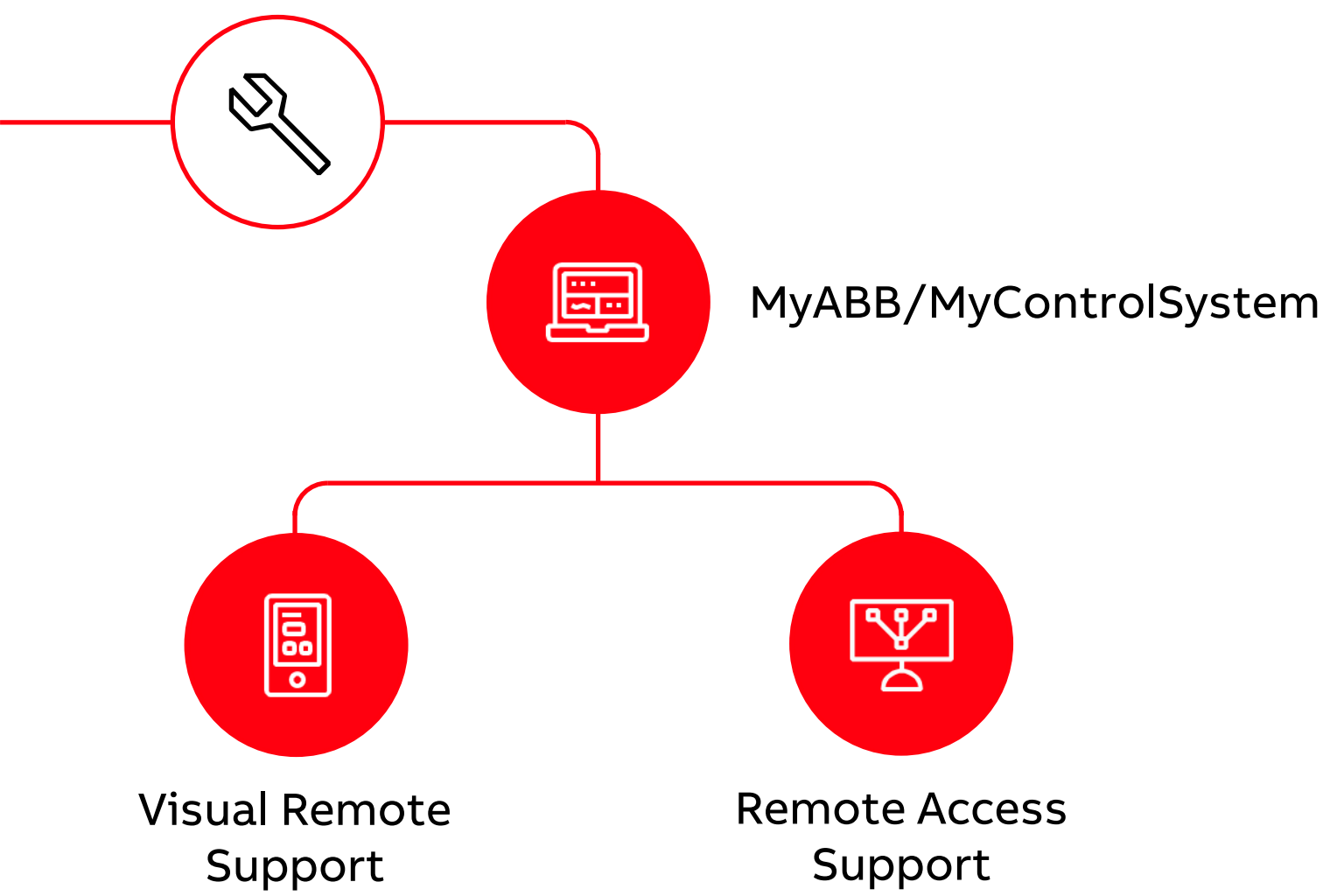
Visual Remote Support



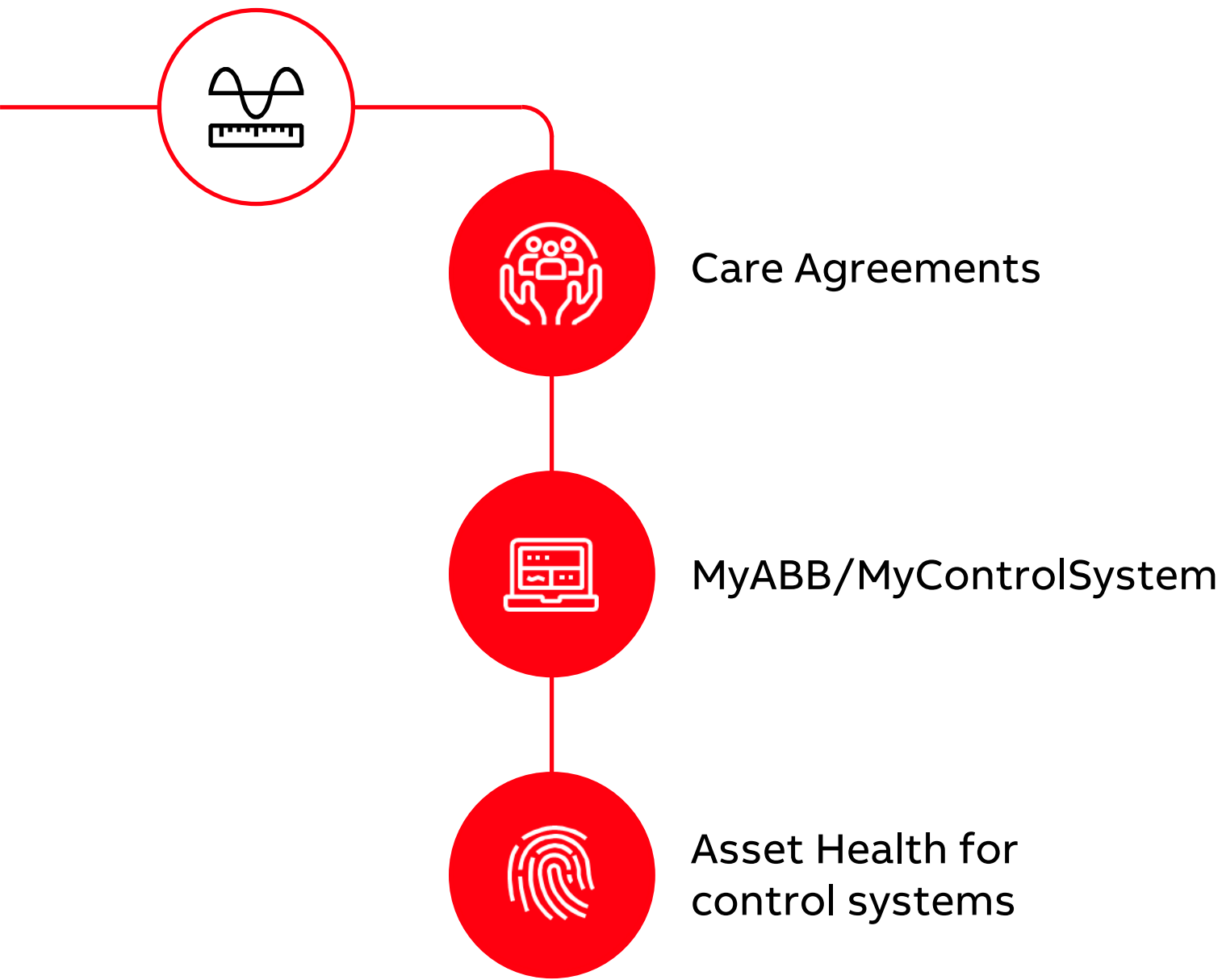
Smart solutions to support troubleshooting



Smart solutions to support commissioning



Smart solutions for system health checks



MyABB/MyControlSystem

Free web application

Commissioning / troubleshooting
checklists

Downloadable video tutorials / Manuals

Contact ABB

Spare parts catalog



WEBSITE

ABB REVIEW

ABB MyLearning

Free courses available

Online courses

Accessible from any device

Improving operational efficiency

Increase your capability to respond rapidly

Online Training Courses

Remote Instructor Led Training Courses



ABB MYLEARNING

AUTOMATION
UNIVERSITY

FAQS

GET SUPPORT

Visual Remote Support

Human-to-human support

Visual remote support is delivered with ABB Ability™ Remote Insights for service

Direct connection to global expert

Meets ABB's cyber security requirements

Securely exchange video, documents and other attachments

Improved safety & awareness

Live annotations, excellent troubleshooting tool



- Android
- iOS
- Realwear headsets



WEBSITE

BROCHURE

QUICK START GUIDE

ABB Ability™ Asset Health for control systems

Prescribing reliability

Scan

Understand system status through ABB's MyABB/MyControlSystem web-based support platform

Benchmark

Receive a comprehensive control system check with results and KPIs

Fingerprint

Report with findings, impacts, and specific corrective actions and recommendations



BROCHURE

VIDEO

ABB Ability™ Cyber Risk Assessment

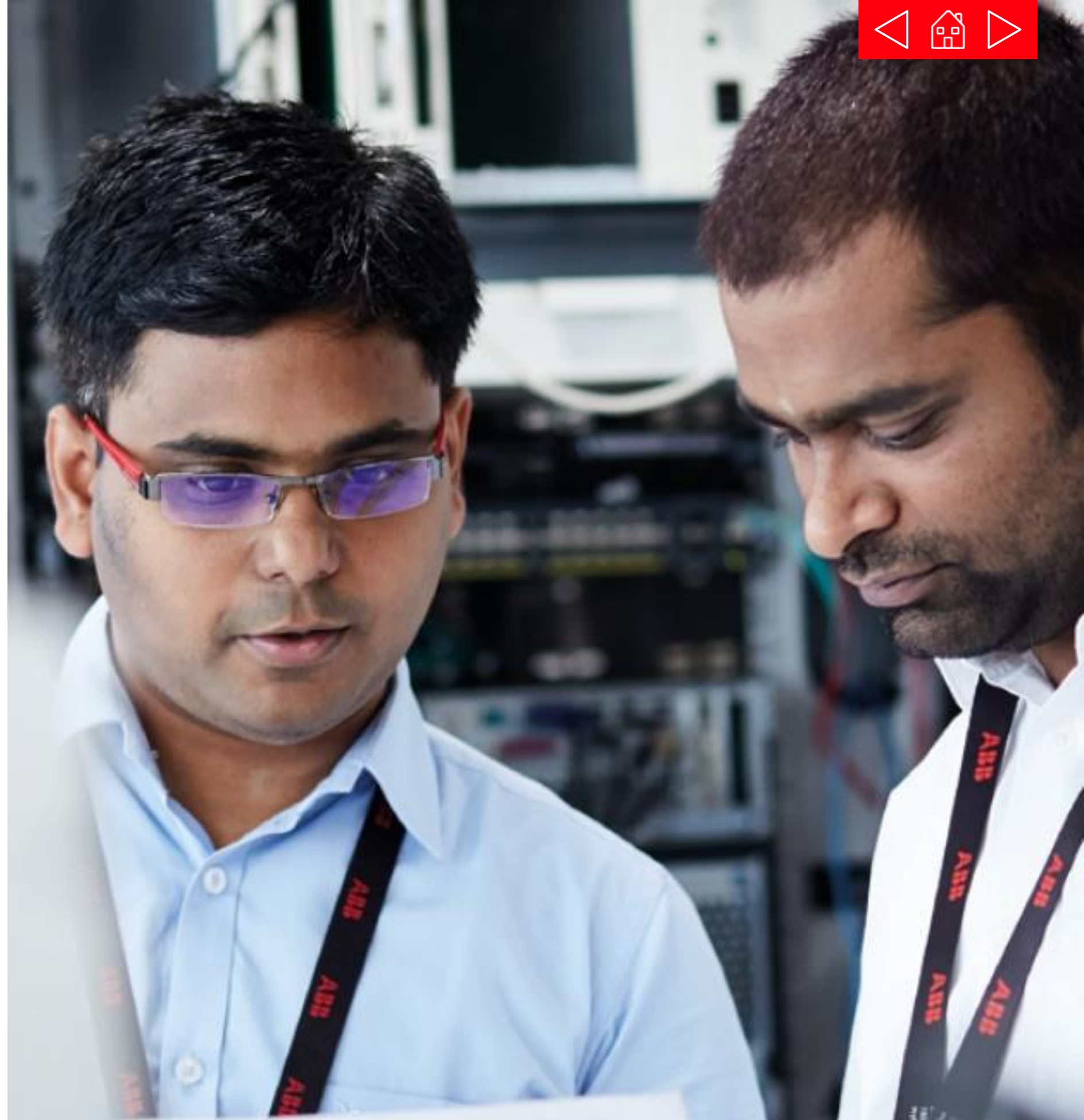
Address your highest risks while maximizing productivity

Time and money savings

Access to cyber security experts

Improved control system risk management

Downtime avoidance



[BROCHURE](#)

[ABB CYBER SECURITY CAPABILITIES](#)

Cyber Security

Enabled by ABB Care

Solutions for control system security maintenance help you reduce the labor required to update / maintain your control system security and provide visibility into real time security status.

Automate, manage, and provide visibility to foundational security controls for Symphony Plus and System 800xA.

- Security patch management
- Anti-virus management
- Backup and recovery
- System hardening status and deployment
- Status monitoring



Essential

Your essential cyber security controls included in every Care Contract that provide guidance to lower cyber risk.

DOCUMENTATION + GUIDANCE



Protect

Implement your cyber controls via software with advanced cyber capabilities to protect your connected assets.

SOFTWARE + LICENSE



Max

Smartest cyber security options including robust reporting programs and maximum cyber capabilities.

AUTOMATION + REPORTING



BROCHURE

WHITEPAPER

Remote Access Support

System-to-system support

Remotely connect from any ABB system to process experts

Connect through ABB's secure Remote Access Platform (RAP) or your private, secure VPN, secured through virtualization with "snap-back" software

- Control and disable the connection instantly
- Remote desktop sharing and web browsing
- File transfer between ABB and your site
- Track all user activities
- Interface to other ABB applications



Global Service Coverage

ABB provides a complete portfolio of world-class services to ensure maximum performance of our customers' equipment and processes. Our Care agreements are built with great care to serve our customers the best way possible. With our global service footprint, we bring the right support closer to you.

We continue to support our customers around the globe

Our global service coverage is optimized to give you the best support, fast

All necessary measures are taken to keep our employees and our customers safe



ABB Health & Safety

In the event that there are no alternative solutions other than the technical support from a service technician on-site, please be assured that ABB is committed to the highest levels of health and safety. The business continuity plan and associated safe systems of work have been developed to mitigate risks to employees, customers and the greater community.

A country task force supports each location to ensure that the best practices are adhered to during all the undertakings of ABB. For those service operations critical to our customers, ABB employees follow these safety measures:

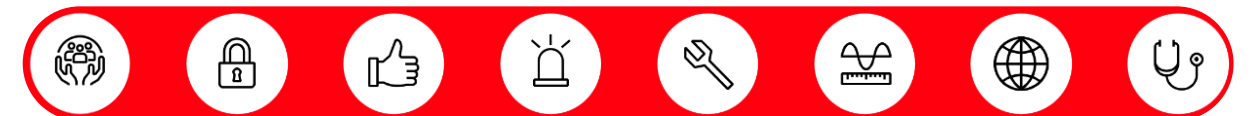
- Frequent completion and review of Stop Take 5 assessment. Service engineers are required to verify their health status at the start of the day and prior to customer visits. All our employees must follow strict hygiene and social distancing practices.
- ABB will work closely with our customers to both share and gather updated status of operating emergency policies to verify and ensure we take the safest approach to all persons concerned.

Health and Safety at ABB is a top priority. We are committed to supporting your process during these challenging times. Working together we can minimize the spread of the virus and benefit the communities to which we operate.



More information

VISIT OUR ENERGY INDUSTRIES SERVICE WEBSITE



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