

Course description

G572e – DC Drives Product Support Internet Course (EN)

Course Duration

2.0 hours

Course type

This course includes self-study material, self-assessment questions and interactive exercises. The language of the course is English.

Course Goal

The goal of this course is to learn DC drives related product support strategies as well as service products.

The training covers the following topics:

- DC Drives Product Support Team
- Lifecycle Management
- Available Services

Student Profile

- Sales support engineers,
- Service sales engineers,
- Marketing personnel

Prerequisites and Recommendations

The student should have:

- Basic knowledge about ABB drives
- Knowledge of the ABB DC Drives product portfolio

Preparation e-Learning courses

- G570e – DC Fundamentals
- G571e – DC Drives Sales and Marketing
- G575e – Product Portfolio

prior to attending this course.

Course Objectives

Upon completion of this course, students will be able to:

- Have basic information about the ABB DC Drives Product Support department
- Know the product support services
- Know the lifecycle management model
- Know service related products

Main Topics

- Product support responsibilities in Germany
- Lifecycle Management like different phases and lifecycle plan
- Parts OnLine PC tool
- Training possibilities
- Technical Support
- Sales, Support and Service Network (3SN)
- Installed Base tool
- Standard, exchange and repair parts
- Service suitcases
- Preventive maintenance

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