



PROCESS AUTOMATION

ABB Pulp & Paper Care

Service agreements built with care



ABB Pulp & Paper Care

The global standardized service agreement framework that helps our customers



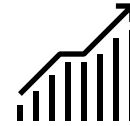
Cut complexity

Less time wasted. Fewer hassles. Simplified service interaction.
Services performed safely and efficiently with one point of contact from the start through the duration of the contract.



Control cost

More predictability. Fewer surprises. Consistent service delivery.
Structured approach with fixed annual pricing, so customers have a consistent experience every time.



Maximize capital

ABB equipment. Your equipment. Customized service alignment.
Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

Manufacturing Execution System	Control Systems	Drives and Motors
Electrical Equipment	Instrumentation	Laboratory Gauges
Quality Control Systems	Robots	Web Imaging Systems

2. We work with you to understand your needs

If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response to issues.	Services supporting maintenance.	Training for plant personnel.	Equipment lifecycle support.	Equipment repair support.
	Optimized equipment and processes.	Reduced variable production expenses.	Increased return on investment.	Maximized asset and process availability.	Predictable asset and process performance.

3. Together, we determine the care package that meets your needs

Starting with a LifeCycle Assessment, if desired

1. Rapid Response



Pulp mill in Brazil

Needed guaranteed response time for corrective maintenance, access to technical support and recommended spare parts.



We meet that need with **RAPID RESPONSE**

Guaranteed fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability

Equipment covered: ABB 800xA Control System, ABB Energy Management System and ABB ACS800M Drives

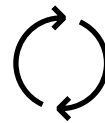
Services include: 24/7 Technical Support, Automation Sentinel software subscription and Recommended Spares

2. Lifecycle Management



Tissue mill in Spain

Needed continuous system hardware and software updates, and access to advanced technical support.



We meet that need with **LIFECYCLE MANAGEMENT**

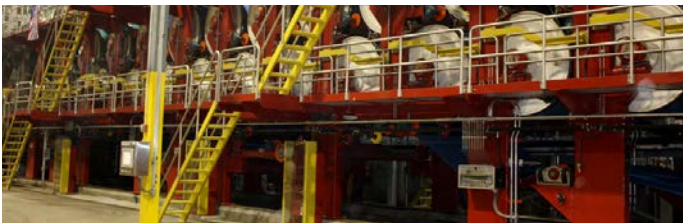
Provides powerful tools and our knowledge base to optimize and extend equipment life.

Customer Benefit: Better asset performance

Equipment covered: ABB 800xA Control System, ABB Quality Control System and ABB Drives

Services include: Automation Sentinel subscription, Equipment Lifecycle Status and Help Center / Service Desk

3. Performance Improvement



Packaging producer in US

Needed resident engineering expertise, continuous system performance improvement and remote-enabled support.



We meet that need with

PERFORMANCE IMPROVEMENT

Increased productivity through usability and efficiency optimization of equipment and processes.

Customer Benefit: More quality production

Equipment covered: ABB Quality Control System

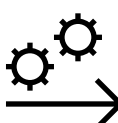
Services include: An ABB Resident Service Engineer and ABB Ability™ Performance Optimization for control systems- 800xA

4. Operational Excellence



Pulp and Paper producer in Indonesia

Needed to improve asset optimization and availability, improve paper quality, reduce sheet breaks, and lower costs.



We meet that need with

OPERATIONAL EXCELLENCE

Collaboratively manages your assets, operations, and risk to deliver strategic business results.

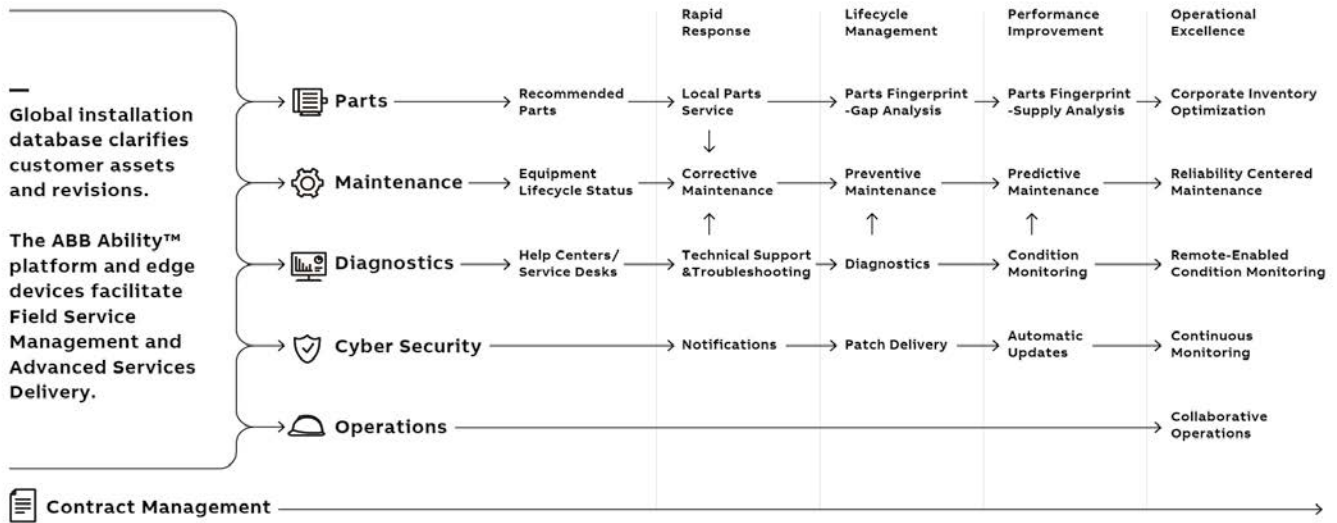
Customer Benefit: Improved operations

Equipment covered: ABB Distributed Control Systems, ABB Quality Control System, ABB Drives and ABB Motors and ABB Process Instrumentation

Services include: ABB Ability Performance Optimization for control loops, LV Drives, QCS Grade Change Improvement and Paper Machine Fingerprint

4. We apply expert people, processes and tools to perform services

From engaging with ABB’s Collaborative Operations Centers to using Field Service Maintenance Management software



5. Let’s get started, choose the options that optimize your agreement

x - Included o - Optional Shaded = standard on every agreement

	Rapid Response	Lifecycle Management	Performance Improvement	Operational Excellence
Contract Management	x	x	x	x
Equipment Lifecycle Status	x	x	x	x
Recommended Parts	x	x	x	x
Contact center	x	x	x	x
Technical Support	x	x	x	x
Remote Troubleshooting	o	o	o	o
Corrective Maintenance	x	x	x	x
Spare Parts	x	x	x	x
Automation Software Maintenance		x	x	x
Inspections & Diagnostics		x	x	x
Life Cycle Assessments		x	x	x
Preventive Maintenance		x	x	x
Parts Fingerprint - Gap Analysis		x	x	x
Performance Optimization for Control System			x On-Site	x Remote-enabled
Cyber Security for Control System			x On-Site	x Remote-enabled
Performance Optimization for control loops			x On-Site	x Remote-enabled
Drives Performance			x On-Site	x Remote-enabled
Paper Mill Performance			x On-Site	x Remote-enabled
Pulp Mill Performance			x On-Site	x Remote-enabled
Scanner and Sensor Performance			x On-Site	x Remote-enabled
Virtual Measurements			x On-Site	x Remote-enabled
Asset Performance Management			x On-Site	x Remote-enabled
Spare Parts	o	o	x	x
Training	o	o	o	o
Engineering & Consulting	o	o	o	o
Resident Engineer	o	o	o	o
Remote Insights	o	o	o	o