



## ABB Process Automation – your productivity partner

ABB is the world's largest supplier of process control systems. With this title comes an awesome responsibility: ensuring that every one of our customers reaches their full potential in productivity and energy efficiency.

Most customers achieve this peak efficiency long after the initial automation system is installed, following months or even years of fine tuning and optimization. In many instances, this work is done by the customers' own staff of automation and maintenance specialists.

In recent years, customers have become much more focused on their core competencies of making, distributing and selling products. Production plants still need to be optimized, but customers often no longer possess the internal manpower to do it. This means they increasingly turn to third-party suppliers like ABB for process automation support, since plant optimization and maintenance is one of our core competencies.

To stay competitive in a global economy, many companies are improving their operational excellence by identifying, sharing and implementing the "best practices" in their businesses. "How can we do more with less?" and "How can we do it better?" are phrases commonly heard in boardrooms throughout the world.

It's a daunting task to keep a plant's automation system and electrical equipment in peak operating condition, made even harder if a site is understaffed. It is estimated that industries like oil, gas and petrochemicals spend up to half of a plant's profits on maintenance. If the plant shuts down unexpectedly, it can have disastrous effects on revenue, profits and even safety. Many customers are recognizing that maintenance is not their core competence, but see no other option but to continue doing it themselves.

Outsourcing specialized functions like plant appraisal and maintenance is a way to gain access to a vast pool of expertise and experience, which is focused full-time on improving the efficiency of installed assets.

To keep their plants or mills reliable, many manufacturers are setting up optimized maintenance programs to improve their overall equipment effectiveness (OEE). Many customers now realize they don't have to wait until a plant is built and running to improve reliability. Early collaboration between customers and automation suppliers means reliability improvements can be designed into a plant before it is even built.

ABB has over 20,000 service engineers and consultants worldwide who are trained to help "optimize" plant processes and equipment. This *ABB Review Special Report* focuses on just a few of the services and capabilities we can offer our process automation customers. It contains examples of ABB's offerings in operational excellence, outsourced performance services, reliability, and project services.

I hope you find these articles informative and interesting. Most importantly, I invite you to explore the many products, services and solutions we can offer you to improve productivity. Let ABB be your productivity partner!

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