ABB

Energy Industries Service
Providing support for life

<u>Vision</u>: To keep customers for life

<u>Mission</u>: To wrap energy industry customers in CARE…. delivering highest value to customer in the form of safe, secure, reliable and highest performing operations by being an innovative partner with the best services and the best people with the strongest domain knowledge

The Situation	The Problem	The Solution	The Benefits
The retiring workforce and aging assets are real for most of our customers, at the same time global competition is increasing	Users need safe and reliable operations, ability to leverage digital solutions while reduced maintenance costs	ABB Care agreements tailored for the exact level of Care (including options, packages and industry solutions) the customer needs	Support for the life of our customers' automation and electrical systems and cyber solutions to transform their business

Support for Life

With over 40 years of experience, ABB understands how to care for your automation and electrical system investment by delivering programs, services and tools that ensure your system is always safe, secure, reliable and serving your business needs.
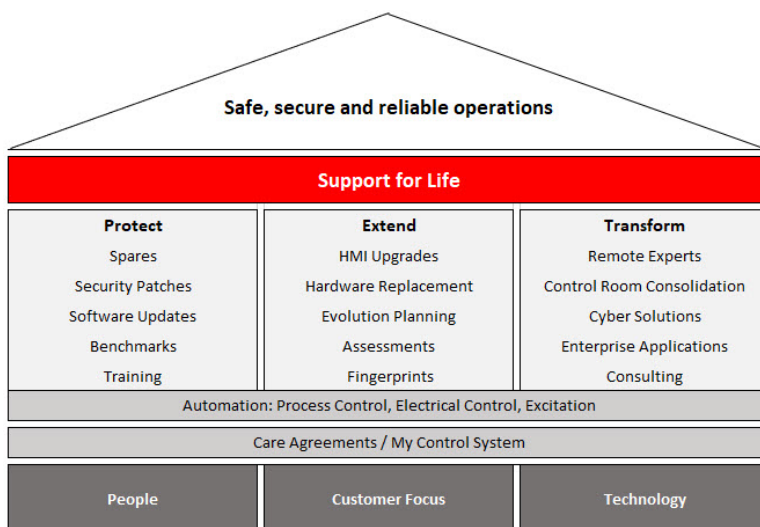
Protect

We wrap our customers in care with contracts that provide peace of mind and protect your control system investment with flexible options covering everything from software maintenance to security patches to upgrades and cloud solutions.

Extend

Evolution programs for traditional ABB and 3rd party automation and electrical systems ensure that your systems are up to date with current technology and enable you to leverage the latest features such as integrated asset management, performance improvement and remote access solutions.

Transform

ABB combines deep industrial expertise and digital technologies to help our customers transform their operations by harnessing the power of information to achieve outstanding operational and business results across your plant or enterprise with our cyber solutions.

Safe, secure and reliable operations

Support for Life

Protect	Extend	Transform
Spares	HMI Upgrades	Remote Experts
Security Patches	Hardware Replacement	Control Room Consolidation
Software Updates	Evolution Planning	Cyber Solutions
Benchmarks	Assessments	Enterprise Applications
Training	Fingerprints	Consulting

Automation: Process Control, Electrical Control, Excitation

Care Agreements / My Control System

People	Customer Focus	Technology

Customers have the freedom to choose and optimize how we Care for them

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Core service portfolio designed to provide support for life for our automation users

Care Agreements	Lifecycle Parts Services	Automation System Upgrade & Evolution	Electrical Automation	Excitation Services	PLC Services
Contract Management **Phone Support** **Technical Support** **ABB Software Maintenance** **MyABB / My Control System** **Asset Health Services** - Scans / Benchmarks - Fingerprints - Assessments **Lifecycle Parts Management** **Cyber Security Essentials** **Remote Insights** **Remote Access** **Training / Web Tech Talks** **Resident Engineer**	**Spare Parts** **Parts Repair Service** **Parts Fingerprint** **My Spare Parts Analyzer** **Inventory Access Program** **Parts Step Up Program** **Parts Exchange Service** **Parts Test Service** **Preventative Maintenance Kits** **Parts Root Cause Analysis Service**	**System 800xA** **Symphony Plus** **Freelance** **Compact** **Heritage Systems:** - Advant Master / Safeguard - Advant MOD300 - Sattline - Symphony Harmony - Symphony Melody - Symphony DCI System Six - Procontrol P13 - Procontrol P14	**Electrical Control System** **Power Management System** **Process Power Management** **Process Power Simulator** **Asset Management** - Electrical asset monitors - 800xA Asset Optimization	**Excitation Care** **Spare Parts** - Spare Parts Analyzer - Parts Fingerprint **Control Upgrades** - UNITROL F, 5000, P, M **Power System Simulation** - Grid Code Compliance - Simulation Models - Plant Performance Studies - Real Time Dynamic Simulations **Predictive Maintenance** - Health Check Report	**PLC Absorption Projects** **PLC Integration** **PLC Replacements** **HMI Replacements** **Replacement Projects** - Emerson RS3, Fisher Provox or Delta V - Honeywell TDC3000 or Experion - Invensys Foxboro I/A - Siemens Teleperm M, WinCC or PCS7 - Yokogawa Centum

Transformative solutions that help our automation users harness the power of edge and cloud technologies

Asset Health Services	Cyber Security	Asset Management	Performance Improvement
ABB Ability™ Asset Health for Control Systems - System Scan / Benchmark - System Fingerprint - System Assessment - System Health Monitoring - System Update Service	**ABB Ability™ Cyber Security - Essential** - Cyber Security Benchmark - Security Update Bulletin - Hardening Guidelines (GPOs) - Malware Protection (McAfee license)* - Windows Backup / Recovery **ABB Ability™ Cyber Security - Protect** - Essential + - Security Update Service - Backup/Recovery using Acronis or Quest **ABB Ability™ Cyber Security - Maximum** - Cyber Security Workplace - Security Dashboard	**ABB Ability™ AssetInsight** - Condition based maintenance solution for Process, Electrical and Rotating Equipment	**ABB Ability™ Performance Optimization** - Control Systems – Harmony, 800xA - Control Loops **ABB Ability™ Alarm Lifecycle Management** - Alarm Benchmark - Alarm Fingerprint - Nuisance Alarm management - Alarm Rationalization **ABB Ability™ Control System Simulation**

Energy Industries Service Online

EN Service on www.abb.com
ABB Care for Energy Industries
EN Remote Services