



INDUSTRIAL AUTOMATION

ABB Chemical Care

Service agreements built with care



ABB Chemical 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

Control Systems	Drives and Motors	Electrical Equipment
Instrumentation	Measurement Products	Power Products
Robots	SCADA Systems	Telecommunications

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



Silicone plant in Brazil

Needed guaranteed response for corrective service and technical support for their control system.



We meet that need with **RAPID RESPONSE**

Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Higher availability

Equipment covered: ABB Freelance Control System

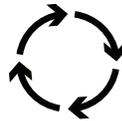
Services include: 24/7 Technical Support, Corrective Maintenance, and Recommended Parts

2. Lifecycle Management



Polymer plant in US

Needed to improve operator procedures and responsiveness, and connect to other systems and devices.



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 System 800xA Human-Machine

Interface and ABB Network 90/INFI 90/ Harmony Control System
Services include: Automation Sentinel subscription, 24/7 Technical Support, and Training

3. Performance Improvement



Ketene cracking plant in Germany

Wanted to boost control system efficiency without having to invest in new equipment.



We meet that need with **PERFORMANCE IMPROVEMENT**

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

Customer Benefit: More quality production

Equipment covered: ABB Freelance Control System

Services include: ABB Control Loop Performance Service powered by ServicePort

4. Operational Excellence



Propylene plant in the US

Needed to reduce emergency maintenance, cut maintenance costs, improve reliability and extend asset life.



We meet that need with **OPERATIONAL EXCELLENCE**

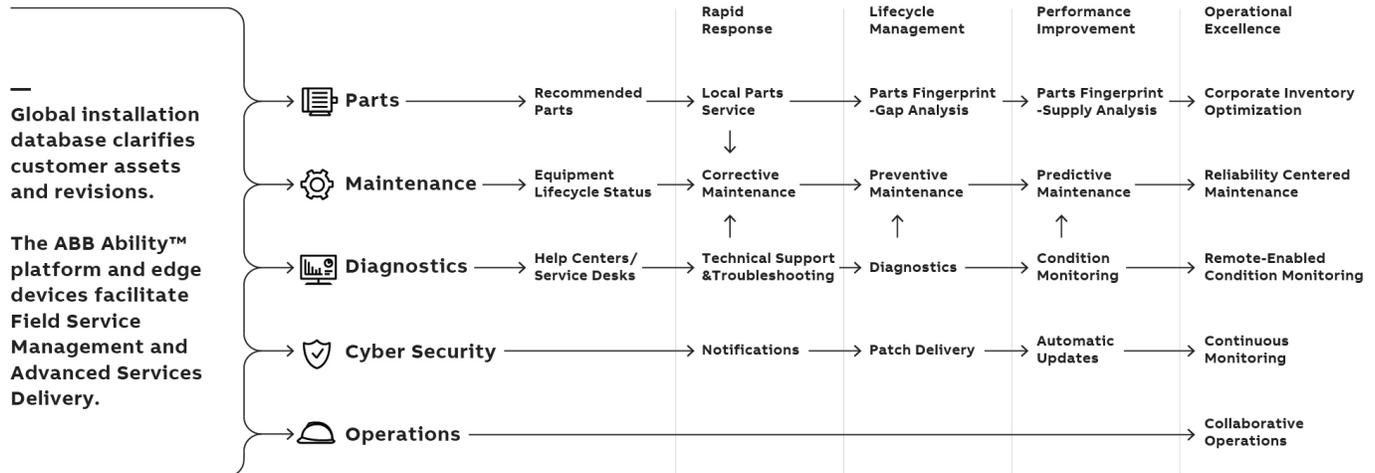
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: Improved operations

Services include: Reliability process analysis & benchmarking and Reliability process development

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

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



5. Let’s get started

Choose the options that optimize your agreement.

