myABB for L&W
Digital testing solutions

Increase lab productivity with a 360-degree view of all documents, cases, spare parts and more related to your L&W installed base. You’ll achieve higher efficiency and reliability in the lab with a purpose-built tool that opens the door to your digital service journey.

Challenges of paper testing labs
Mill labs can face a variety of challenges that may lead to lower efficiency in their operations.

• Having one place where all important information is gathered and easily accessed
• Having accurate installed base information
• Being notified about lifecycle changes, and planning for service and support
• Knowing where and how to order and keep track of spare parts
• Managing numerous cases and histories in a multi-person lab
• Small staff struggling to stay on top of testing duties, let alone the paperwork
• An aging installed base

With myABB for L&W you will always have the latest installed base of L&W products, documents, and support case information, accessible 24/7 via the database that provides customer-specific content not found anywhere else in the industry.

Features
• 24/7 access to ABB experts and L&W installed base data via a self-service, web-based tool
• Document curation and organization of:
  - Service agreements
  - Upcoming recommended services
  - Service and calibration reports
  - Configuration files
  - Product manuals
• Support case tracking, creation, and updates
• Spare part recommendations and gap analysis
• Customizable interface
• Notifications for necessary service/spare parts and changes in installed base
• Access to other applications for your larger ABB installed base such as My Control System, etc.
• Historian function to organize past records
• myABB general features:
  - ABB document library
  - Directory of contacts
  - Product registration
  - Products/parts search on all ABB products

Always up to date for best performance
myABB for L&W is a self-service, web-based tool that helps you and your colleagues stay updated on critical information to improve both asset and operational performance of L&W products. myABB opens the door to your digital service journey by using data and technology to gain a better understanding of how well your lab equipment is functioning, optimizing efficiency and lifecycle management.
Benefits

- Provides real-time view of everything related to your L&W installed base (from mill-to-enterprise-wide) in one place
- Improves productivity and efficiency with easy access to documentation and history
- Reduces risk of failures and downtime by streamlining service and support
- Enables long-term maintenance planning and lifecycle management of installed base
- Mitigates risk if data is lost from the customer’s internal system
- Provides traceable calibration documentation
- Reduces maintenance costs
- Optimizes product and spare parts lifecycle management

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System set-up

myABB is a business portal that connects you to your L&W information. Once you sign up, an audit is performed of your installed base to make sure myABB accurately reflects your on-site products and their lifecycle. User accounts and permissions will be set up, and any extra options that have been selected will be configured.

What’s included in your subscription

myABB for L&W can be purchased as part of your ABB Pulp and Paper Care service agreement. There are two options:

With a Lifecycle Management-level agreement, myABB for L&W is an option that can be added at an additional charge, depending on the installed base size. The standard package includes up-to-date customer installed base details and service agreements, as well as access to the Support Case Tracking System with related documents after support or service events (i.e. service reports, calibration reports, backups of configuration files).

Additional features can be purchased for an extra cost:
- Historical support or service event documents for last year
- Certificates and instrument cards
- Warranty status
- Up-to-date software
- Up-to-date customer-specific manuals and instructions
- Upcoming recommended service events

With a Performance Improvement agreement, all features of myABB for L&W are included without any extra charge.

Commitment to creating the most efficient pulp and paper testing labs

ABB is deeply committed to ensuring the highest accuracy, reliability and efficiency of our customers’ labs. Choosing ABB means you not only get automated testing systems and standalone testing devices from the industry leader, but you can now manage your installed base more easily to ensure the longest lifecycle and most efficient service management. Plus, pairing this with our L&W Lab Management System helps achieve the highest productivity by automating the capturing of your test results.

In the myABB dashboard, get a quick overview of your installed base information like lifecycle status, past and future service events, and more.

The information provided in this data sheet contains descriptions or characterizations of performance which may change as a result of further development of the products. Availability and technical specifications are subject to change without notice.

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