

Automation Sentinel

Lifecycle Management Program for Freelance Control System

ABB recommends to its customers that all ABB control systems are covered with an Automation Sentinel subscription. Automation Sentinel is ABB's control system lifecycle management and support program that assists system owners to actively manage their control system lifecycle, support and maintenance.

With this program, system owners can keep their control software up-to-date and maintain a flexible path forward to new system software technology. This program provides the fundamental software support deliverables required to maintain operation and maximize the availability of the installed Freelance control system.



Features and Benefits

Maintain operation and avoid loss of production

- Higher productivity through enhanced software functionality (24/7 operations)
- Minimizes unplanned plant upsets and trips
- Better decision making through direct access to filtered information about the installed system

Deliver software services to match operations needs

- Improves operation and productivity with new software versions providing new features
- System performance improvements to ensure compatibility and ongoing life cycle support with software maintenance
- Respond faster to production changes

Supports lifecycle management of control system assets

- Yearly subscription provides predictability for accurate plant budgeting
- Extends the useful life of the system and its applications
- Maximizes system availability and decreases process and personnel interruptions with regular maintenance

Lowers system software lifecycle costs and risks

- Lowers operations cost through access to self-help database and support tools
- IT Security alerts and reports and software patches enhance safety and security against cyber-attacks and cyber threats
- Provides software upgrades to newer software versions

Provides comprehensive software support and maintenance

- Minimizes maintenance and support cost through online access to software downloads and product documentation
- Reduces time to troubleshoot product and configuration issues through technical phone support
- Increases operating performance through continuous enhancement of the system and fast implementation of software updates

Extends lifecycle support periods for Freelance System software versions

- Protects present investments
- Reduced maintenance and support cost through shorter software delivery times

Program structure

Managed properly, a process control system can provide continually higher levels of performance throughout its life cycle. Rather than degrading over time, it can be maintained in a way that vastly extends its longevity and continually increases its performance.

ABB supports this strategy with the Automation Sentinel Program. It offers a range of services to support and extend the life and reliability of your ABB control systems.

The Automation Sentinel Program provides solutions for the main challenges system owner face to achieve maximum availability and reliability of the control system:

- **Software maintenance and upgrades**
- **Cyber and IT security**
- **Online access to relevant information**
- **Control system software and performance checks**

In response to system owner needs, the Automation Sentinel program provides the means to keep installed systems performing at a high level to meet production needs. It also provides an evolution path to newer technology system enhancements to improve plant effectiveness and long-term support through annual maintenance subscription budgeting.

Benefits

- Optimal operation and availability of installed ABB assets through 24/7 support and maintenance services
- Better productivity through enhanced software functionality
- Lower support cost and more predictable software management budgeting as a result of annual subscription fee
- Access to the most current system documentation
- Evolution to more advanced human system interface, control platform, information management and connectivity
- A way to stay current with the latest technology standards

Designed to help customers actively manage the life cycle costs of assets, the ABB Automation Sentinel program enables ABB customers to keep their installed software products up to date and maintain a flexible and affordable path to evolve to the latest system software technology. It offers four subscription levels.

Maintain Basic

This level provides a set of lifecycle support basic services focusing on the control system security and web access to timely and relevant control system information via My Control System and SolutionsBank.

Maintain

This level provides services and deliverables to maintain the system at its current version. It is ideal for customers focused on maximizing the availability of their system while minimizing the introduction of risk and/or changes. At this level the full support of ABB is available to maintain the system and to maximize the return on the original investment.

Maintain Plus

This level includes all the Maintain-level services, plus access to new software license versions as well as enhancements to installed products. With this option, customers may upgrade to new software versions while maintaining its core control system platform or components. This level provides increased flexibility to those customers wishing to maintain their system but able to tolerate a moderate amount of risk in exchange for improved functionality.

Maintain and Evolve

This level includes all the services available in Maintain and Maintain Plus levels, plus the capability to evolve to state-of-the-art ABB control system products including System 800xA and Symphony Plus. This level provides the greatest flexibility to employ “leading edge” productivity and enhancement improvements.



Program Levels and Deliverables

	Maintain Basic	Maintain	Maintain Plus	Maintain & Evolve	Comment
Software maintenance and upgrades					
Software Maintenance	-	✓	✓	✓	
Software Upgrades	-	-	✓	✓	
Access to Expert Product Support	✓	✓	✓	✓	
Extended Software Support	-	✓	✓	✓	
Selected System 800xA Control Libraries	-	✓	✓	✓	
ABB Evolution Software Licenses	-	-	-	✓	
Evolution Planning & Eng. Services	n/a	n/a	n/a	\$	Please contact local sales representative
3rd Party DCS Evolution Software Licenses	-	-	-	✓	3 years Maintain & Evolve is required
3rd Party DCS Evolution Plan. & Eng. Services	n/a	n/a	n/a	\$	Please contact local sales representative
Cyber and IT security + Hardware & Software Qualification Reports					
Cyber and IT Security Test and Validation Reports	✓	✓	✓	✓	According to applicable Life Cycle Policy
Hardware & Software Qualification Reports	✓	✓	✓	✓	According to applicable Life Cycle Policy
Web access to relevant information					
My Control System Premium Access	✓	✓	✓	✓	
SolutionsBank Premium Access	✓	✓	✓	✓	
Advanced Auto-Notification	✓	✓	✓	✓	
Plant Site / Group Subscriptions	✓	✓	✓	✓	
Advanced Services					
Benchmark	\$	✓	✓	✓	For selected control systems and software versions. Cyber Security Benchmark is included.
Fingerprint	\$	%	%+	%+	For selected control systems and software versions.
System Health Check	\$	%	%+	%+	For selected control systems and software versions.
Security Update Service	\$*	\$*	\$*	\$*	For selected control systems
Training Services					
Web Coach	\$	%	%+	%+	
Web Tech Talk	\$	%	%+	%+	
Expert Workshops	\$	%	%	%	
Hardware upgrades and Spare Parts					
Discount on Spare Parts	-	%	%	%	For selected systems and countries
Discount on Spare Parts Services	-	%	%	%	For selected systems and countries
Hardware Step-up Service	-	-	%	%	For selected systems and countries
Special offers and Services					
Introductory Offers	%	%	%	%	In connection with new system purchases
Automation Sentinel for Non-Production systems	%	%	%	%	Price Incentive on Non-Production systems

Legend	✓	Included in an active Automation Sentinel subscription
	-	Not available for specific subscription mode or without Automation Sentinel
	%	Automation Sentinel subscriber is entitled to receive attractive price incentive
	%+	Automation Sentinel subscriber is entitled to receive a higher price incentive than with Maintain level
	\$*	Active Automation Sentinel subscription required, standard pricing applies
	\$	Available without an active Automation Sentinel subscription, standard pricing applies
	n/a	Not applicable

Contact us

www.abb.com/controlsystems

Process Automation Division

ABB Pte Ltd
Control Technologies
Singapore
Phone: +65 6776 5711
E-mail: processautomation@sg.abb.com

ABB AB
Control Technologies
Västerås, Sweden
Phone: +46 (0) 21 32 50 00
E-mail: processautomation@se.abb.com

ABB Automation GmbH
Control Technologies
Mannheim, Germany
Phone: +49 1805 26 67 76
E-mail: marketing.control-products@de.abb.com

ABB S.p.A.
Control Technologies
Sesto San Giovanni (MI), Italy
Phone: +39 02 24147 555
E-mail: controlsystems@it.abb.com

ABB Inc.
Control Technologies
Wickliffe, Ohio, USA
Phone: +1 440 585 8500
E-mail: industrialitsolutions@us.abb.com

ABB Automation LLC
Control Technologies
Abu Dhabi, United Arab Emirates
Phone: +971 (0) 2 4938 000
E-mail: processautomation@ae.abb.com

ABB China Ltd
Control Technologies
Beijing, China
Phone: +86 (0) 10 84566688-2193
E-mail: Service.RFQ@cn.abb.com

Power Systems Division

ABB Inc.
Power Generation
Wickliffe, Ohio, USA
Phone: +1 440 585 3087
Email: powergeneration@us.abb.com

ABB AG
Power Generation
Mannheim, Germany
Phone: +49 621 381 3000
Email: powergeneration@de.abb.com

ABB Pte. Ltd.
Power Generation
Singapore
Phone: +65 6776 5711
Email: powergeneration@sg.abb.com

ABB S.p.A.
Power Generation
Genova, Italy
Email: powergeneration@it.abb.com

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