

Success story

## ServiceGrid<sup>sm</sup> solution delivers maximum reliability to thermal plant in Indonesia



Operators of a 120-megawatt (MW) coal-fired power plant owned by Merak Energi in Banten, Indonesia, needed solid engineering support for their thermal plant to ensure high power availability and reliability for a nearby caustic soda factory with production capacity of 320,000 deadweight tonnes (DWT) per year.

Advanced knowledge of thermal power plant operations was a must, in addition to a capacity to deliver quick responses from qualified engineers to help operators deal with control issues that might arise.

Merak Energi turned to ABB's ServiceGrid solution for energy providers, which delivers comprehensive life cycle support services to power generation facilities. The ServiceGrid Core support level the company chose is an introductory package that provides complete software, product and technical support, professional on-site training, and access to ABB web support via MyControlSystem and Solution Bank.

ServiceGrid solutions are matched to the operational and maintenance needs of a power generation facility, and comes in four program levels and a variety of options. With planned deliveries, ServiceGrid transforms routine maintenance tasks and frees up resources to proactively focus on power production.

Merak Energi selected the 7/24 phone support option for DCS power plant maintenance and operation as a cost effective solution to maintain the power plant's operations. The ABB solution also includes the latest version of software, security patch and firmware.

Comprehensive ABB ServiceGrid service solutions deliver increased performance and efficiency, extended asset life, complements available technical resources, protects financial and intellectual investment in the plant, and maximizes plant reliability.

## ABB's ServiceGrid delivers comprehensive life cycle support services to power generation and water facilities

ServiceGrid delivers service solutions to match the operational and maintenance needs of the power generation and water facility. Through planned delivery, ServiceGrid transforms routine maintenance tasks and frees resources to proactively focus on power production and water treatment.

- Increase performance and efficiency
- Extend asset life
- Complement technical resources
- Protect financial and intellectual investment
- Maximize reliability

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