Remote Service

New ABB Remote Service improves paper drive system performance

Westerville, OH, – March 24, 2009 ABB, the leading power and automation technology company, announced a new Remote Service offering for drive systems, DriveScan, that helps papermakers improve system performance. Remote Service for ABB drive systems now combines remote monitoring with DriveScan software. DriveScan enables the retrieval of drive system performance data to identify and diagnose problems, determine root causes and resolve performance issues.

DriveScan allows site engineers to collaborate with ABB experts on a continuous basis to achieve optimal machine availability and improved system and process performance. DriveScan’s combination of special purpose process monitors, engineering and maintenance tools, quickly identifies sources of disturbance.

Remote Service with DriveScan includes three components: remote connectivity, the DriveScan monitoring and diagnostic solution, and the availability of ABB’s technical experts 24/7. Levels of service include both Trouble Shooting and Periodic Maintenance. Periodic Maintenance service provides scheduled quarterly analysis of archived data against established performance benchmarks to identify potential performance improvement opportunities. Some corrective actions can be implemented utilizing the remote session. Associated reports are provided to summarize intervention and recommendations.

John Dubay, Business Development Manager – Remote Service, ABB Inc., commented, “DriveScan is a great new addition to our existing portfolio of Pulp & Paper Remote services, which includes Optimization Service for various systems, QCS, Frames & Sensors, and Web Inspection Systems. We are truly connecting our global expertise to our customer's key production assets.”

ABB (www.abb.com) is a leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs about 120,000 people.

For help with any of the technical terms in this release, please go to www.abb.com/glossary

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