ABB Care for energy industries

Providing a simple and structured
way to support your assets throughout
their life cycle

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ABB Care is a framework that provides
customizable service levels with optional
packages for all types of users in the
energy industries. It simplifies service
delivery to control costs, extend asset life
and enhance functionality for your
automation and electrical assets.

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With over 40 years of experience, ABB understands how to care for your automation and electrical system investment by delivering programs, services and tools that ensure your system is always safe, secure, reliable and serving your business needs.

Care is how we get there, together.
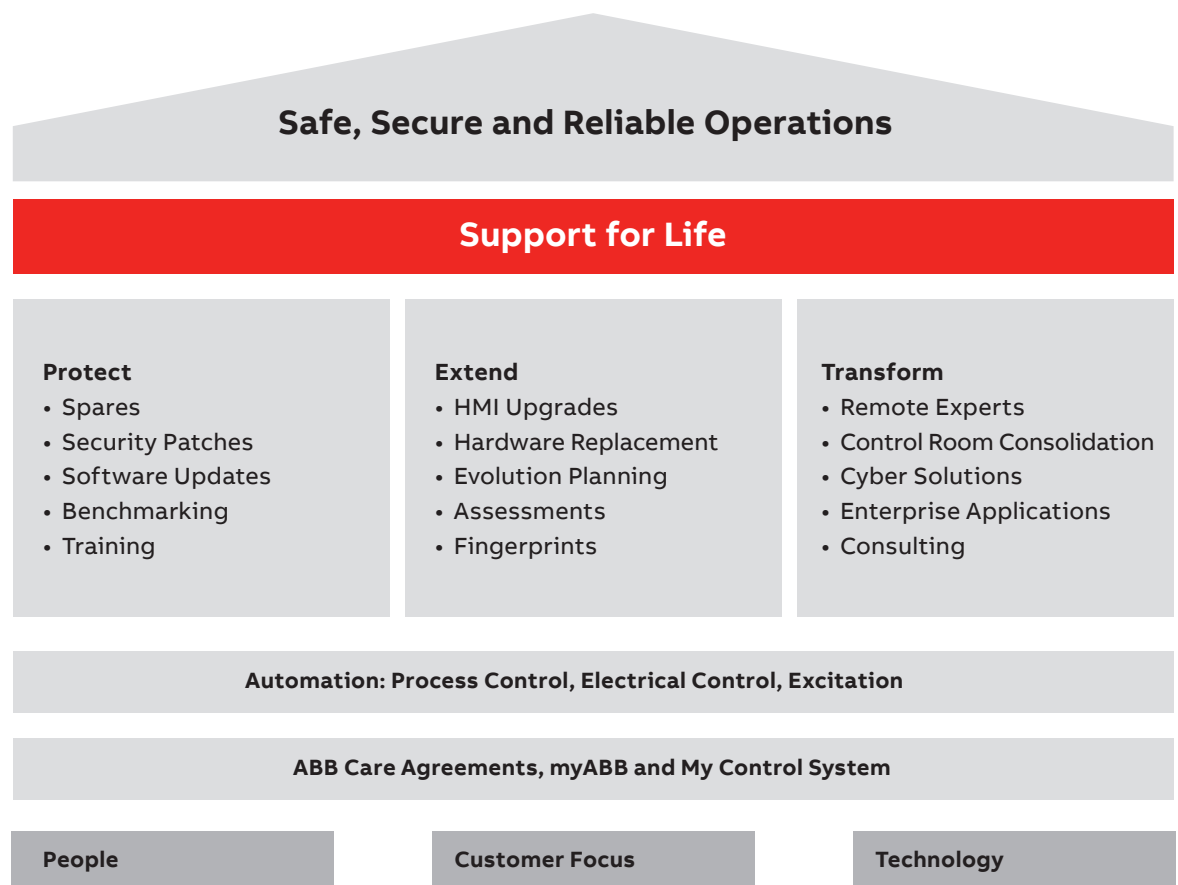
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ABB Care for energy industries
Providing support for life

We help you care for your people, your systems and your investments in a way that allows you to focus on what you do best, with no-hassle service to suit your business needs.

ABB Care framework
ABB Care is your single-point gateway to automation and electrical service across your entire operation. We simplify both our relationship and the delivery of services with your custom Care contract and provide you with exactly the right level of service coverage throughout the life cycle of your assets.

From the Self Maintainer to Traditional Service Users to Corporate Customers, we will take care of you and provide support for life.

Safe, Secure and Reliable Operations

Support for Life

Protect
- Spares
- Security Patches
- Software Updates
- Benchmarking
- Training

Extend
- HMI Upgrades
- Hardware Replacement
- Evolution Planning
- Assessments
- Fingerprints

Transform
- Remote Experts
- Control Room Consolidation
- Cyber Solutions
- Enterprise Applications
- Consulting

Automation: Process Control, Electrical Control, Excitation

ABB Care Agreements, myABB and My Control System

People

Customer Focus

Technology

Choose how we Care for you
Flexible service levels

You can choose from our carefully crafted Care levels and amend each with optional upgrades to fit your specific operation. ABB Care is a service solution that can help you maintain your assets and processes as they evolve and grow over time. ABB Care has four levels:

01 Self Service

For the self-maintainer, you can streamline your maintenance activities and achieve peace of mind with the Self Service level of Care.
Self Service level grants access to powerful tools, validated software and security patches and on demand technical support.

02 Priority

If uptime is critical to you, the Priority level will help keep your systems current and support your maintenance strategies.
Expedited call back time (1 hour), expert assistance for tools giving you enhanced understanding and software upgrades provide maximum equipment uptime.

03 Collaborative

The Collaborative level of Care leverages technology and tools to increase operating efficiency with proactive maintenance.
Enhanced services and knowledge base to secure your automation system and improve system reliability.
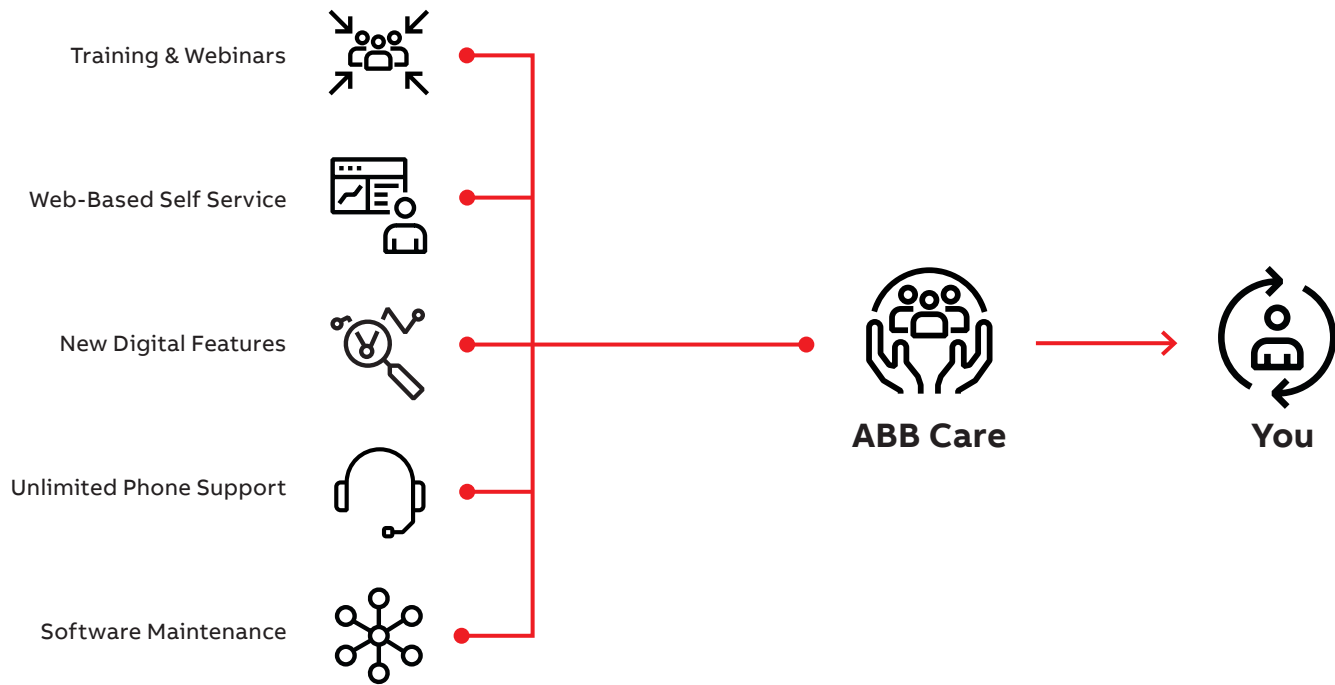
04 Complete Service

If you don't want to worry about life cycle issues, the Complete Service level ensures comprehensive life cycle planning to optimize maintenance costs.
Long term service partnership with a dedicated support manager, focused on life cycle planning, integrated service delivery and a customized support model.

Caring for your assets
throughout their life cycle

Training & Webinars

Web-Based Self Service

New Digital Features

Unlimited Phone Support

Software Maintenance

ABB Care

You

No matter your top priority, we help you leverage your evolved products as they grow over time, providing support for life.

If your priority is knowing more about your asset health, asset monitoring and remote access can be added to your base agreement. Or if you need extra peace of mind with on-site support, mobilization to site or a resident engineer can provide service with boots on the ground.

Enhance how we care for you
The following options are available to ensure optimal Care for every customer:
• Prepaid Service Hour package
• Remote Access Support
• System Monitoring
• Mobilization to Site / Emergency Call out Package
• Resident Engineer
• Training and webinars

As an option for life cycle or digital enhancements to your contract, Life Cycle Solutions and ABB Ability Packages can be added to most Care agreements. Also, the Cyber Security packages can be upgraded with your upgraded Care agreement.

Benefits of signing a Care contract
• You're always patched and ready to go with software maintenance programs
• Whenever you need help, we're there to care for you with unlimited phone support with as low as 1-hour response time
• Save money with special Care-only pricing and offers throughout the year via access to loyalty offers and myABB (including MyControlSystem)

Discuss. Deliver. Renew.
• Single point of contact for service from ABB
• Annual costs with greater cost predictability
• Worry-free asset and software maintenance

Service levels that match your needs

Core Service Offering	Self Service	Priority	Collaborative	Complete Service
Annual Usage Report	x	x	x	x
Web Self-Service Access (myABB)	x	x	x	x
Technical Phone Support – 24/7	x	x	x	x
Technical Phone Support – Unlimited Hours	x	x	x	x
Call Back Time – Next Business Day	x	x	x	x
Automation Software Maintenance	x	x	x	x
System Benchmark	x	x	x	x
System Fingerprint + Standard Report	x	x	x	x
Parts Recommendation (mySpareParts)	x	x	x	x
Cyber Security Essentials	x	x	x	x
Cyber Security Benchmark				
Reference Architecture Gap Assessment				
Monthly Validated Security Update Bulletin				
Hardening Guidelines (GPO) Documentation				
Backup & Restore documentation				
Contract Manager		o	x	x
Call Back Time – 1 Hour		x	x	x
System Fingerprint + Expert Report		x	x	x
Visual Remote Support (Remote Insights)		x	x	x
Dedicated Support Manager			o	x
System Assessment – System Health Check			x	x
Parts Management Strategy			x	x
Prepaid Service Hour Package				x
System Assessment – Cyber Security				x
System Monitoring				x
Remote Access Support				x
Mobilization to Site				x

x - included
o - optional

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Optional services

Optional Core Service Offering	Self Service	Priority	Collaborative	Complete Service
Prepaid Service Hour Package	o	o	o	x
Remote Access Support	o	o	o	x
Training Solutions	o	o	o	o
Automation Software Maintenance Evolve	o	o	o	o
Mobilization to Site		o	o	x
Resident Engineer		o	o	o
System Monitoring			o	x

Cyber Security Services Package				
Protect	o	o	x	x
Cyber Security Workplace License				
CSWP Feature Updates				
Installation & Commissioning				
3rd Party Software Licenses				
ProtectPlus (includes Protect services)		o	o	x
Maintenance of CSWP software				
Quarterly Remediation, updates and reporting				
Cyber Security Server (hardware)				

Life Cycle Solutions				
Life Cycle Assessment and Planning	o	o	o	x

x - included
o - optional

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For more information visit:
**new.abb.com/process-automation/
energy-industries/service/care**

To find your local ABB contact visit:
abb.com/service

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