

ServicePro identifies and helps resolve recurring equipment problems

The ABB ServicePro Service Management System helps management address minor disturbances before they become major ones at Boise Paper.

Ken Whaley found that the ABB ServicePro Service Management System helps to identify and resolve recurring equipment problems to improve process automation efficiency and positively affect overall plant performance.

As the process control supervisor for Boise Paper's linerboard and newsprint mill in Deridder, Louisiana, USA, Ken's team includes two ABB Resident Engineers who perform services on the ABB process control systems at his site.

While conducting a comparison and analysis of the data produced by ServicePro, the team found that one of the pieces of equipment at the mill required a higher level of corrective maintenance than other equipment. This analysis led them to find that a critical moving part was damaged and had punctured lines carrying fluids, which caused equipment failure.

The ABB ServicePro Service Management System helped identify and resolve the problem so that it did not continue to negatively affect process automation efficiency or plant performance.

Visibility into process automation equipment efficiency is one of the primary benefits of the ServicePro Service Management System. ServicePro improves service delivery for process automation that helps run industrial processes, and by doing so helps increase management productivity.

ServicePro had also had a very positive impact on productivity since it eliminated the need for monthly reporting from the ABB Resident Engineers. Reports that previously required two days each month were replaced by information delivered by ServicePro directly to Ken's personal computer.

Now, when critical data on process automation is needed, a system query is made in ServicePro and the information is delivered immediately.

ServicePro gives Ken data on process automation spare parts and part inventories; tracks process automation uptime and downtime; delivers data on work orders and overtime; and keeps tabs on costs.

"I personally have used ServicePro to identify opportunities where ABB can assist me further," Ken said, noting that the ABB Resident Engineers keep the information up-to-date and that their careful reporting increases his confidence in ServicePro and in ABB.

"This is a well-written, professional program," Ken said, adding that ServicePro has made his opinion of ABB even more favorable.

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3BUS095445 SM2011-016