Keeping operations going
Remote service solutions to improve safety and maintenance
Finding the remote service solution for your business

Click icons to learn more about our remote services

- Cyber Security
- ABB HSE Measures
- Global Service Coverage
- Virtual Service Visits
- ABB Care Agreements
- Commissioning
- System health check
- Troubleshooting
- Up-skill staff
ABB Care for energy industries

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.

- Streamline your service engagement with us
- Control your lifecycle costs
- Extend the life of your assets
- Transform your operations with digital solutions

At the center of our remote offerings, your Care contract is your single-point gateway to service across your entire operation.

Many of our existing Care customers already have access to these remote services as part of their Care agreement. Remote connectivity can be added to your Care contract at any time to give you access to your assets.
Design, build, and maintain robust security programs

- ABB Ability™ Cyber Risk Assessment
- Care Agreements
- MyABB/MyControlSystem
- ABB Ability™ Cyber Security Workplace
Smart solutions to help up-skill your staff

- Care Agreements
- MyABB/MyControlSystem
- ABB MyLearning
- Visual Remote Support
Smart solutions to support troubleshooting

- Care Agreements
- MyABB/MyControlSystem
- Visual Remote Support
- Remote Access Support
Smart solutions to support commissioning

- MyABB/MyControlSystem
- Visual Remote Support
- Remote Access Support
Smart solutions for system health checks

Care Agreements

MyABB/MyControlSystem

Asset Health for control systems
MyABB/MyControlSystem

Free web application
Commissioning / troubleshooting checklists
Downloadable video tutorials / Manuals
Contact ABB
Spare parts catalog
ABB MyLearning

Free courses available

Online courses

Accessible from any device

Improving operational efficiency

Increase your capability to respond rapidly

Online Training Courses

Remote Instructor Led Training Courses
Visual Remote Support

Direct connection to expert

Meets ABB’s cybersecurity requirements

Exchange video, documents and other attachments

Improved safety & awareness

Live annotations, excellent troubleshooting tool

- Android
- iOS
- Hololens

WEBSITE
BROCHURE
QUICK START GUIDE
ABB Ability™ Asset Health for control systems
Prescribing reliability

Scan
Understand system status through ABB’s MyABB/MyControlSystem web-based support platform

Benchmark
Receive a comprehensive control system check with results and KPIs

Fingerprint
Report with findings, impacts, and specific corrective actions and recommendations
ABB Ability™ Cyber Risk Assessment

Address your highest risks while maximizing productivity

Time and money savings

Access to cyber security experts

Improved control system risk management

Downtime avoidance
**Cyber Security**
Enabled by ABB Care

Solutions for control system security maintenance help you reduce the labor required to update / maintain your control system security and provide visibility into real time security status.

Automate, manage, and provide visibility to foundational security controls for Symphony Plus and System 800xA.

- Security patch management
- Anti-virus management
- Backup and recovery
- System hardening status and deployment
- Status monitoring

**Essential**
Your essential cyber security controls included in every Care Contract that provide guidance to lower cyber risk.

**Protect**
Implement your cyber controls via software with advanced cyber capabilities to protect your connected assets.

**Max**
Smartest cyber security options including robust reporting programs and maximum cyber capabilities.
Remote Access Support

Remotely connect from any ABB system to process experts

Connect through ABB’s secure Remote Access Platform (RAP) or your private, secure VPN, secured through virtualization with “snap-back” software

- Control and disable the connection instantly
- Remote desktop sharing and web browsing
- File transfer between ABB and your site
- Track all user activities
- Interface to other ABB applications
Virtual Service Visits

To support you in keeping your operations running smoothly, we are offering Virtual Service Visits from an ABB expert. Having an ABB expert virtually visit your site can help you to effectively maintain operations without the need for onsite visits and give access to expert knowledge to enable better self-maintenance of your ABB assets.

Your virtual service visit is executed via our RAP connection and an ABB service engineer.

This service provides reliable analysis and recommendations to help avoid unexpected downtime.

Virtual Service Visits can include diagnostics such as hardware, network, software, virtual hosts, and system-specific diagnostics.
Global Service Coverage

ABB provides a complete portfolio of world-class services to ensure maximum performance of our customers’ equipment and processes. Our Care agreements are built with great care to serve our customers the best way possible. With our global service footprint, we bring the right support closer to you.

We continue to support our customers around the globe

Our global service coverage is optimized to give you the best support, fast

All necessary measures are taken to keep our employees and our customers safe
ABB Health & Safety

In the event that there are no alternative solutions other than the technical support from a service technician on-site, please be assured that ABB is committed to the highest levels of health and safety. The business continuity plan and associated safe systems of work have been developed to mitigate risks to employees, customers and the greater community.

A country task force supports each location to ensure that the best practices are adhered to during all the undertakings of ABB. For those service operations critical to our customers, ABB employees follow these safety measures:

- Frequent completion and review of Stop Take 5 assessment. Service engineers are required to verify their health status at the start of the day and prior to customer visits. All our employees must follow strict hygiene and social distancing practices.
- ABB will work closely with our customers to both share and gather updated status of operating emergency policies to verify and ensure we take the safest approach to all persons concerned.

Health and Safety at ABB is a top priority. We are committed to supporting your process during these challenging times. Working together we can minimize the spread of the virus and benefit the communities to which we operate.