

SUBSTATION AUTOMATION AND COMMUNICATION SERVICE

Grid Automation Shield

Advanced lifecycle management of your assets



- Quickly and efficiently address issues and reduce operational downtime
- Access to a vast network of technology experts and knowledge
- Improved system availability and performance
- Improved security against known and future cyber threats
- Predictable costs and flexible lifecycle support

Grid Automation Shield from Hitachi ABB Power Grids is your strategic lifecycle management program for an evolving energy landscape with sustainability, efficiency and resiliency as its central promise. The program brings together our people and tools to help you capture the opportunities and mitigate any challenges, as you make the transition to a game-changing energy future.

Grid Automation Shield is a comprehensive program to address your most important operational and technological needs and deliver lifecycle value for the complete portfolio of protection, control and communication offerings from Hitachi ABB Power Grids.

Grid Automation Shield subscriptions

In this program we offer three different subscription levels. Starting as a bronze subscriber, you can easily upgrade to a Silver or Gold subscription when you wish to upgrade for additional support services.

Bronze

The Bronze subscription is free of charge and provides general information about your asset base and access to product documentation and content.

Silver

The Silver subscription extends the content from the Bronze subscription with detailed information about your asset base: ideal for self-maintained organizations.

Gold

The Gold subscription extends the content from the Silver subscription with additional support services for customized service agreements.

Collaborative Operations Portal

As a key feature of Grid Automation Shield, the Collaboration Operations Portal provides secure and reliable access to the most updated information and support on your Hitachi ABB Power Grids' asset base, with just a few clicks. Today, organizations are faced with rapidly changing technology and a constantly evolving cyber threat environment. The Collaborative Operations Portal, in conjunction with service agreements, provides you access to resources and expertise to ensure the reliability of your mission critical assets and infrastructure. The advanced collaboration platform brings together customers, operators and experts to enable smarter and faster decisions to optimize your asset and infrastructure lifecycle.

The Collaborative Operations Portal offers a simple way to receive lifecycle status information on your asset base. With this information, you can better review and plan updates, upgrades or enhancements with keen attention paid to anticipating and addressing issues such as cybersecurity, and with the right emphasis on situations that need greater attention.

The Collaborative Operations Portal also provides the right Hitachi ABB Power Grids contacts, experts and resources to support you whenever needed, reducing risk of outages and operation downtime.



Features

- Exclusive services and access to updated product information oriented to actual installed base, contact and support
- Better support of the systems over the entire product lifecycle
- Simplified and fast contact with technology experts to address tough challenges
- Access to relevant lifecycle information of substation automation installed assets
- Network of Collaborative Operations Centers offers local access to global knowledge base
- User-friendly interface with intuitive data representation for easy and consistent interpretation
- Easy way for customers to contact designated substation automation and communications service teams responsible for stations under service agreement

Benefits

- Quickly and efficiently address issues and reduce operational downtime
- Access to a vast network of technology experts and knowledge
- Improved system availability and performance
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- Predictable costs and flexible lifecycle support



Hitachi ABB Power Grids

Grid Automation

Bruggerstrasse 72

CH-5400 Baden, Switzerland

Phone +41 43 550 04 52

**[hitachiabb-powergrids.com/
substation-automation-service](https://hitachiabb-powergrids.com/substation-automation-service)**