What's new from ABB Service

Featured this issue

Automation Sentinel: state-of-the-art control system lifecycle management

To receive this newsletter and service offers by email, scan the code with your mobile device, or visit: http://goo.gl/bAoqZ

Power and productivity
for a better world™

ABB

Videos on managing your control system

YouTube
Visit the ABB Service channel on YouTube, to watch these videos: youtube.com/user/abbservice
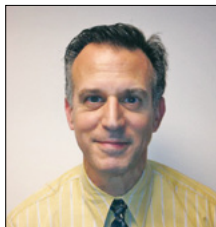

Automation Sentinel

Guidelines for evolving your control system

Top 10 ways to justify an automation system upgrade

Automation Sentinel just got better

Steven Burt

Automation Sentinel, our control system lifecycle management program, has always offered peace of mind by providing 24/7 tech support, system upgrades, a path to your state-of-the-art dream system, a choice of three levels of service to better fit your control system management strategy, – all at a fixed annual cost. Read about new features in this issue. If you are interested a subscription, please contact me today.

Steven Burt,
Automation Sentinel Business Development Manager
Email: steven.burt@us.abb.com
Tel: 440 585 5167

New Automation Sentinel features for all subscribers

1) My Control System

My Control System is a new secure web site with everything you need to better manage your control system including software license information, your ABB service contacts, technical documentation, software updates and more.

My Control System features:
– Check performance and software status of the installed control system
– Download documentation and software updates tailored to your control system
– Quickly access all safety reports, alerts or product documents relevant to your installed ABB control system
– See available training and access to recorded sessions
– Contact information to the first point of contact in the ABB local service organization

For more information about My Control System, visit: http://goo.gl/3Zugt

2) Benchmark Report and Core Fingerprints

System 800xA Benchmark Report
The System 800xA Benchmark is an analysis report of the system only available from My Control System. It identifies out of spec and less than optimal system settings, configurations and conditions that may result in disturbances over time.

The benchmark provides an automated control system health check, comparing measured results with actual specs, requirements and recommendations.

Deviations from the expected results are available in a report, which presents a summary of the results in easy-to-read "traffic light" tables, allowing you to prioritize recommendations based on criticality.

The System 800xA Benchmark offers the following benefits:
– Easy-to-use tool for system data collection (on-site or remotely)
– Free to all Automation Sentinel subscribers
– Report remains available on My Control System for future reference
– Run reports whenever you like

System 800xA Core Fingerprint Report

The System 800xA Core Fingerprint inter-prets the findings from the 800xA Benchmark and provides specific recommendations to reach maximum system performance and security.

The System 800xA Core Fingerprint report provides a comprehensive diagnostic analysis of system performance. It reads configuration and performance parameters from your 800xA system, and compares them to system requirements and best practices. The report identifies possible defects or deficiencies, which could impede the process control availability, reliability or operational performance.

It validates the 800xA core system structure, including: Software installation requirements; Windows domain functionality and configuration; resources utilization on servers and clients; network performance; hardware components; Aspect Directory database health; and error logs.

The System 800xA Core Fingerprint offers the following benefits:

– An in-depth report that simplifies your management decision process by focusing on high impact opportunities for improvement
– A custom improvement plan that provides a clear path to quickly closing performance gaps
– Provides a solid foundation for continuous improvement based on proven data analysis methodology

3) Training

Web Coach

Web Coach online training sessions are exclusive and free of charge to all Automation Sentinel subscribers. Topics cover basic system maintenance for System 800xA, Freelance, Compact 800, Advant, MOD 300 and Symphony control systems. Log on to My Control System for a schedule of

My Control System is a secure, web-based platform available to all ABB control system users that contains comprehensive information and services for your ABB control system

topics and dates, or to register.

Web Tech Talks

Live, interactive and in-depth web sessions with a focus on advanced technical topics.

These sessions are presented by ABB R&D and consulting specialists. Each live session includes Q&A and is recorded for later viewing. Visit My Control System for complete schedule, to register, and view previously recorded Web Tach Talks.

Classroom Expert Workshop and Certification discount

Expert Workshops provide information not only for control systems, but also cover design principles, best practices and meth-odologies, and troubleshooting.

Advanced in-person training workshops for senior engineers experienced with control application design. Expert Workshops have prerequisite requirements, and cover specific

subjects and specific customer training and certification requirements. US workshops are hosted at ABB University training centers.

Exclusive offers for subscribers

Special offers and services exclusive for subscribers, include:

Complimentary
– System Benchmark Reports for 800xA system users
– Web Coach Web online training
– Substantial savings on parts and upgrade kits

Fee-based
– Microsoft Cyber Security Patch Delivery service. Conveniently helps keep your system up-to-date with recommended and ABB approved security patches
– On-line, live, interactive, Tech Talks
– System 800xA Core Fingerprint Reports

For access to My Control System
Contact your Account Manager, or email VirtualAssistant.usiny@us.abb.com

Sample Web Tech Talk Sessions

Visit My Control System for complete list of sessions offered

Session	Session Topic	Date	Session 1 (EST)	Session 2 (EST)
WT248	Freelance Converter for SIMATIC STEP 7	March 20	4:00 am	10:00 am
WT247	When to use 800xA Batch	April 17	6:30 am	10:00 am
WT237	800xA Workplace set-up: Good practice	May 8	6:00 am	10:00 am
WT236	800xA Advanced graphic techniques	May 29	6:00 am	10:00 am

Automation Sentinel is the most effective way to extend the useful life of your control system

As new technology advances and business requirements change, many customers have adopted the strategy of extending the service life of their process control systems.

The Automation Sentinel lifecycle support program supports this strategy. Automation Sentinel offers a range of services to support and extend the life and reliability of your ABB systems.

As the OEM, we are uniquely positioned to provide these services including maintenance support, system evolution, and continuous enhancement programs for your ABB control system.

Automation Sentinel Advantages:
– **Complete flexibility** allows you to improve your control system over time. Always the best, low risk path forward
– **Continuous optimization** of your process operations – Improves system availability, performance and reliability – with predictable costs
– **Protection of intellectual property** – your operator graphics and control programs are protected; no need to rip-and-replace to take advantage of the latest technology
– **Supports changing business goals** with flexible lifecycle support – introduce new technology – at your own pace

Contact ABB Customer Service

For your service needs, call your service account manager, or for immediate assistance, see information below:

Telephone

1 800 HELP 365
(1 800 4357 365)

Select from menu options below:
1 Robotics
2 Process Control, Network Management Systems
3 Instrumentation, Process Analytics
4 Drives, Motors
5 Quality Control Systems (QCS)
6 Low Voltage Products and Systems
7 Power Products
8 Substation Automation
9 Power Generation and Water Utilities
0 ABB Help Desk: General Assistance

Email

Service Contact Center:
Contact.Center@us.abb.com

Technical Support:
AutomationSupportLine@us.abb.com

Service Sales:
NAservice_info@us.abb.com

Field Service:
USServiceRequest@us.abb.com

Parts and Repair:
PartServices@us.abb.com

ABB University:
ABBUniversity@us.abb.com

Service websites

General Services:
www.abb.us/service

Parts and Repair:
http://online.abb.com

Product Support:
http://SolutionsBank.abb.com

ABB University:
www.abb.us/abbuniversity

Automation Sentinel for third party controllers

Honeywell, Emerson, Invensys, Siemens, others

ABB now offers the ability to evolve from other vendors' systems such as Honeywell TDC2000, TDC3000, and Experion, Emerson Fisher RS3, Provox and DeltaV, Siemens Teleperm and WinCC/PCS7, and Invensys Foxboro IA. This capability provides the flexibility to limit changes to specific areas where they will create the most gain and Return on Investment (ROI); providing a low-risk, incremental strategy that adds value.

Evolving to System 800xA helps to develop a strategy to allow expanded system functionality that builds on the foundation of control products and applications already in place, while improving the overall reliability of the installed process automation system. This expanded functionality includes simple connectivity to MES and ERP systems and easy to implement solutions that integrate Computer Maintenance Management Systems (CMMS), drive systems, and electrical systems using IEC61850.

Evolve to System 800xA from:
– Emerson DeltaV, Provox or Fisher RS3
– Honeywell TDC2000, TDC3000 or Experion
– Siemens Teleperm M, WinCC or PCS7
– Invensys Foxboro I/A