



Network Manager Services Solutions for increased productivity

Network Manager Services



Solutions that will, at all times, ensure that your daily operations are stable, secure and up-to-date.

Mastering the operation of today's grids requires a dependable System and a well trained staff. There is no room for anything but the highest productivity in the Control Center. To achieve this ABB offer a comprehensive Support Service Agreement.

Secure the value of your investment

We live in a world that is changing ever faster, and the SCADA/EMS/DMS/GMS System you use to supervise and control your power networks must change and develop with it. The network expands, the power company reorganises, deregulation takes place, responsibilities change, technology advances – all these changes mean that your Control Center is only as modern as its last update.

Your investment in SCADA hardware and software will lose value fast if it does not keep pace with the changing requirements of the environment around it and make use of the latest developments in the technology.

Keep your System evergreen

It is no longer enough to invest in a new System and hope that it will continue give full returns for 10 years or more, instead your System can be upgraded regularly in small steps to ensure that the value of your investment is retained. The sum of these small steps is not only less than the big step that would be needed to buy a complete new System, but also ensures that your System remains evergreen.

ABB understand this which is why one of the main criteria for each new release of the ABB Network Manager is easy up-gradeability from earlier releases. Your investment in software is probably the most important component in your System – the last thing you want to do is to have to repeat all those hours spent building the database and then testing it point by point with all the disruption to operations that this entails. System software should also be hardware independent so that it can easily be moved to newer platforms with a minimum of work.

ABB have developed a range of Support Agreements to fit your needs and keep your System evergreen. We see this Support as a partnership continuing after System handover where we can complement your resources with expert help. SCADA Systems are built from a complex, fast developing technology, and our specialists can save you both time and money.

Network Manager Service

Support

Besides spares and repairs, our Support Service includes, as a minimum, our Help Desk with a dedicated Customer Team Manager who is the entry point to all our specialists. If a remote link is available to your System, this provides a very efficient way of working, limiting the time required for trouble shooting, patch management, system audits and support without compromising on System security and operations.

ABB also arrange periodic User Group Meetings where we present the latest System developments as well as having a dialogue with our customers which gives us valuable feedback on System performance and useful tips on future development topics.

Bronze, Silver or Gold?

We have 3 levels of standard Support Agreements: Bronze, Silver and Gold:

- Bronze
The Bronze Agreement level gives access to our Web Support portal and Help Desk with an agreed pool of Support hours. Your Customer Team Manager can arrange for corrective software maintenance, technical support, database and display maintenance, remote diagnostic services and patch management as well as an optional System Audit.
- Silver
The Silver Agreement includes, in addition, license rights to new Network Manager releases as well as an extended software warranty.
- Gold
Gold is the highest level of Support Agreement. Besides the new release license rights, Gold includes also two complete System upgrades during the normal five year Evergreen contract. These can include porting of any customized code provided in the original delivery into the new Baseline code as well as full testing.

Training

It should, of course, not be forgotten, that a new System means not only an investment in hardware and software, but also in the training of the men and women who operate and use the System. Training is normally included as part of the costs of a new System, but must also be included in ongoing Service costs as new people move in to replace those who have moved on, new technical developments become available, requirements change and System Upgrades are carried out.

ABB have a modern Training facility in Sweden where emphasis is given to “hands-on” System training to try to recreate the real Control Center environment. The aim is to enable Network Manager users to get the maximum out of their System for the safe, reliable and economic operation of the power network. Training can also be provided on site and we can often accommodate needs for training in languages other than English.

Benefits of Network Manager Services:

- Upgrade in small steps to keep your System evergreen and avoid the “big bang” investment cost of a new System.
- Make use of the latest developments in Network Management technology.
- Ensure your System Users are always trained to make the best use of your SCADA/EMS/DMS/GMS investment.
- Let our ABB specialists be your insurance for safe and reliable System operation.

There are two golden rules to ensure the well being of your power network:

1. The first is to acquire a stable and expandable System
2. The second is to secure lifetime maintenance

With Network Manager and the ABB commitment to Service you get both.

Contact us

ABB AB

Network Management

721 82 Västerås, Sweden

Phone: +46 21 32 50 00

Fax: +46 21 32 41 12

E-Mail: sales.nm@se.abb.com

www.abb.com/networkmanagement

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