Maintenance and Field Services

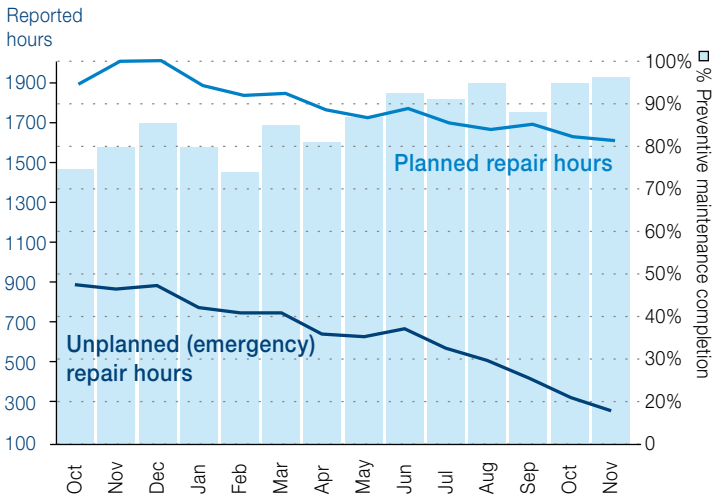
ABB ServicePro 3.0 Service Management System
Global best practices for automation and process service

ABB's ServicePro 3.0 Service Management System collects, manages and applies global best practices for automation and process service activities to improve reliability, ensure compliance and increase return on investment (ROI).

Executive summary

ABB's ServicePro 3.0 Service Management System is used by service engineers to collect, manage and apply best practices for servicing ABB automation and ABB-automated processes. With ServicePro 3.0, service engineers in your facility benefit from knowledge accrued from years of ABB's experience in delivering proven and consistent service for all types of automation equipment and industrial processes.

With ServicePro 3.0, automation equipment and industrial processes are serviced efficiently and cost-effectively, increasing equipment and process reliability, lifecycle and return on investment. ServicePro 3.0 provides proven results for all equipment and processes managed through its software. Users have access to reliable, historical information, providing useful insights for continuous business improvement.



The ABB ServicePro 3.0 Service Management System uses built-in and continuously updated best practices for ABB automation and ABB-automated processes to help customers move to proactive from reactive service. As preventive maintenance increases, both planned and unplanned maintenance decreases, resulting in significant cost benefits.

Benefits

- Increased automation equipment and process reliability
- Maximized system performance
- Optimized process performance
- Longer equipment life
- Higher resource utilization
- Lower parts costs
- Proactive service culture
- Improved service effectiveness
- Better business decisions
- Continuously updated best practices
- Lower total cost of ownership

Features

- Manages service compliance
- Schedules maintenance proactively
- Aligns parts needs with service
- Optimizes system and process performance
- Generates reports that help improve availability, increase production and raise quality

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ABB ServicePro 3.0 libraries of best service practices

The foundation of ABB ServicePro 3.0 is a comprehensive knowledge database containing libraries of best practices used to service ABB automation and ABB-automated processes.

The database allows service engineers to consistently deliver high-quality services. ServicePro 3.0 empowers ABB service personnel to develop and evolve high-quality service procedures. Those procedures are documented, collected, integrated and then deployed to make them available globally for continuous improvement at every facility that uses ServicePro 3.0.

ServicePro 3.0 modules:

- Maintenance Management
- Parts Management
- Contract Management
- Optimization Management
- Report Management

ABB ServicePro 3.0 is equipped with libraries of best service practices for ABB automation and ABB-automated processes, so service engineers can consistently deliver high-quality service no matter where they are in the world.

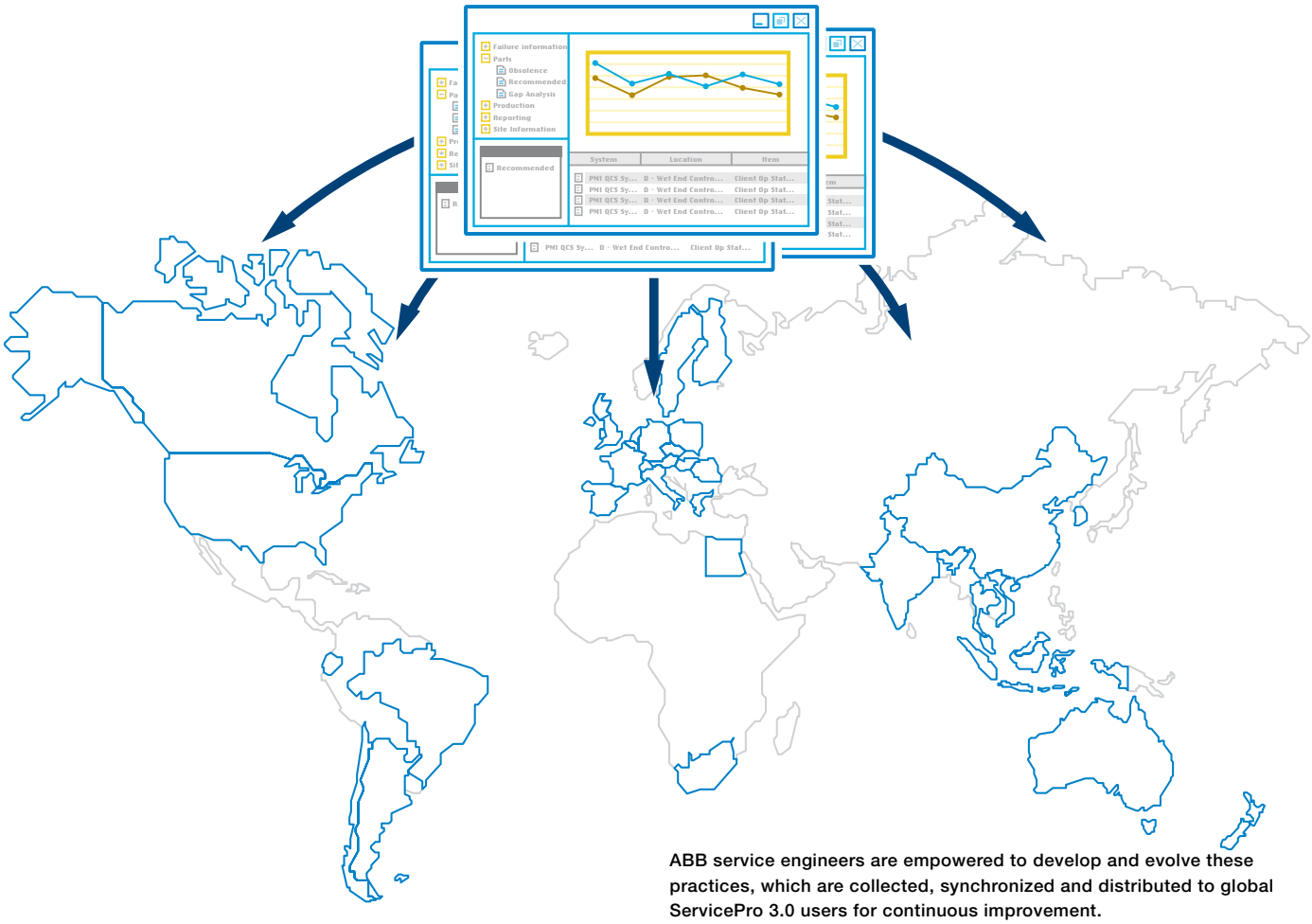


ABB service engineers are empowered to develop and evolve these practices, which are collected, synchronized and distributed to global ServicePro 3.0 users for continuous improvement.

ABB ServicePro 3.0 modules

Maintenance Management

Maintenance Management uses ABB's best service practices to help plants achieve longer equipment life and greater reliability. With Maintenance Management, service engineers easily follow scheduled service work orders to provide high-quality, expert service. Maintenance Management provides information and reports through a configurable interface that gives users the ability to view activities and track trends. All service activities can be scaled from a single process to an entire facility or across multiple sites. Maintenance Management delivers flexible reports to provide visibility into all service activities at any level of operation.

Full-featured planning and scheduling tools to track work orders, manage service resources and produce actionable key performance indicators.

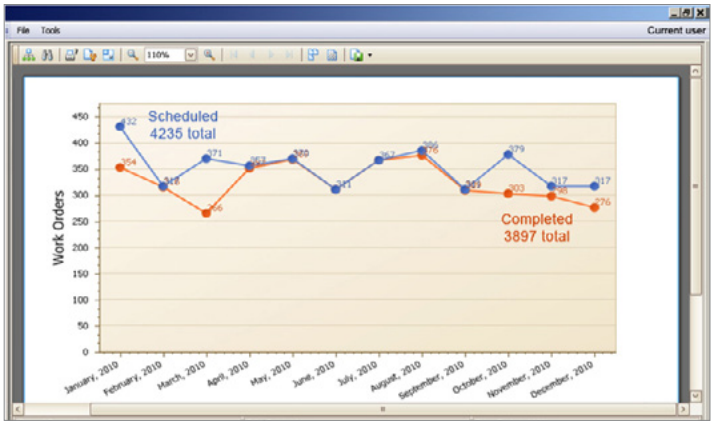
Parts Management

Parts Management ensures fast access to parts information for ABB automation equipment. It defines spare parts needs for ABB equipment, delivers lists of recommended parts and life cycle status, and reports on parts inventories. With Parts Management, service procedures are planned and scheduled as preventive maintenance work orders and matched with part maintenance kits to ensure the site service team replaces consumable parts during routine outages. This planned maintenance helps to avoid expensive, unplanned outages. Parts Management reports designate dates and lifecycle status of ABB equipment to help plan upgrades. In addition, Parts Management tracks parts on hand and readily defines ABB catalogue part numbers for lead time ordering, planning and executing orders at lower cost.

Contract Management

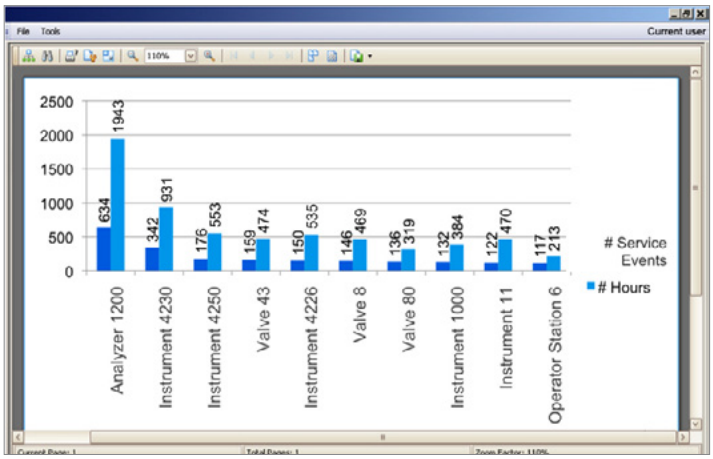
Contract Management is designed to manage equipment lifecycles, service activities and capital planning. It provides visibility into service activities at a single site or across multiple facilities. It also charts service activities so that preventive maintenance replaces corrective maintenance, and tracks completed work orders to allow service planning, scheduling and labor resources to be managed effectively.

Contract Management documents service activities and costs to benchmark between sites, and provides trends, profiles and reports to give management visibility into service operations at the enterprise level, to enhance decision making. Contract Management is a web application equipped with user-configurable screens that allow access from any networked PC.



Preventive Maintenance Work Orders completed vs those scheduled. Users can track compliance and make shifts in priorities and resources, if necessary.

Parts Management helps identify parts risk scenarios, to ensure maximum system performance and optimum process performance. Parts service procedures are planned and scheduled to ensure that parts are replaced during routine outages instead of during expensive, unplanned ones.

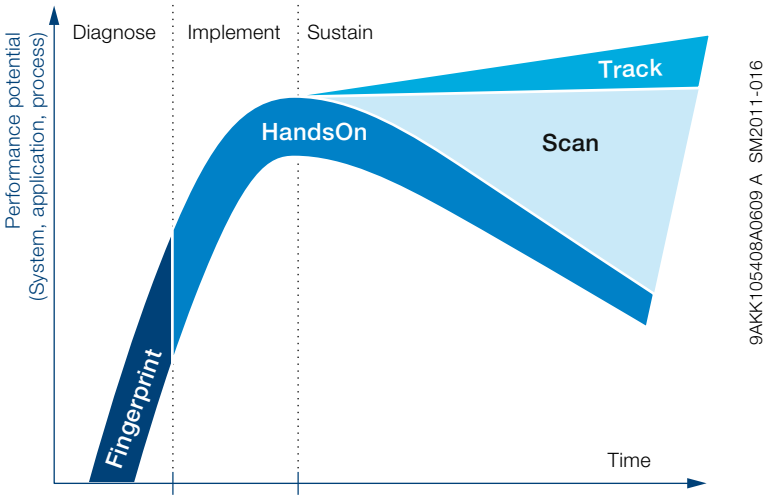


Contract Management tracks frequency of service events and service hours spent to identify equipment presenting frequent service activity so remedial action can be taken if appropriate (such as equipment repair or replacement)

ABB ServicePro 3.0 modules

Optimization Management

Optimization Management is an interactive scheduling tool used to manage the delivery of optimization services on-site or remotely. It reduces the need for process engineering by delivering system and process improvement services where and when they are needed. Optimization Management leverages ABB's experts to improve system and process performance, increase return on assets, and increase access to expertise. Optimization Management helps monitor systems and processes for deviations when improvements are implemented, and gives timely recommendations to correct issues that could arise. It generates a schedule of recommended services that includes the frequency with which they should be completed, creating a plan to sustain system and process performance improvements.



Optimization Management is a scheduling module that manages the delivery of ABB Optimization Services so that performance improvements implemented for ABB systems and customer processes are sustained and enhanced.

Report Management

ServicePro 3.0's Report Management Module provides increased operational understanding of equipment and processes, improved accounting for parts and materials, and accurate labor cost tracking. Standard reports give detailed visibility into service operations to help identify what is going well and what needs improvement.

ServicePro 3.0 availability

ServicePro 3.0 is designed for ABB automation and ABB-automated processes, and can also be used to manage service for all critical equipment, independent of manufacturer or process. ServicePro 3.0 is a standard feature in all ABB Process Automation Maintenance Support Agreements for new and existing control systems.

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