

## ServicePRO and PartsPRO

A proactive and comprehensive service approach as part of an ABB Maintenance Support Agreement.

ABB's ServicePRO™ is an interactive software solution featuring ABB's best maintenance practices for improved reliability, increased return on assets and consistent service compliance throughout your equipment lifecycle. ServicePRO is included as a central part of all ABB delivered Maintenance Services Contracts to ensure a world-class maintenance process with measurable results.

### Benefits

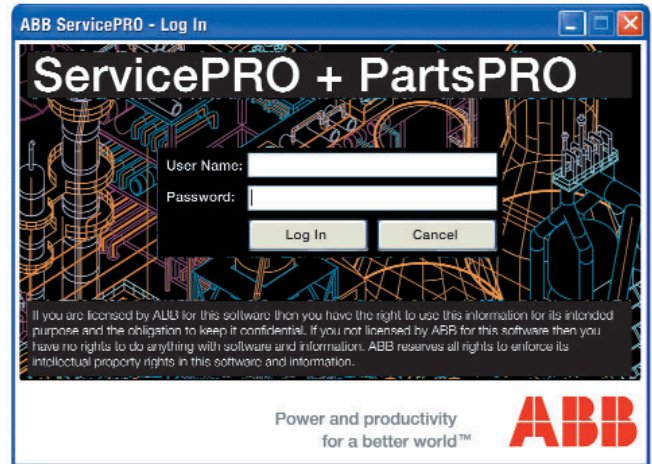
- Ensure equipment reliability and machine system up-time
- Longer equipment life span
- Benchmark to other mill locations
- Automates the work process so that your time is freed for other work
- PartsPRO lifecycle planning

### Features

- Automated schedule system for maintenance activities
- Knowledge Base Library of ABB best practice maintenance procedures
- Ability to track items supported by your maintenance contract
- PartsPRO defined spare parts and maintenance kits
- Comprehensive lifecycle status reporting

### Executive summary

A ServicePRO software application is included in all ABB Maintenance Support Agreements<sup>SM</sup> as an essential part of all ABB-Delivered Maintenance Service Contracts. ServicePRO forms the hub for ABB engineers to use for scheduling and implementing maintenance work orders tailored exclusively to ABB solutions. With ServicePRO every ABB engineer who works on your equipment benefits from the knowledge from years of ABB best-practice experience – delivering a proven and consistent maintenance process that gets results.



ServicePRO combined with ABB-Delivered Maintenance Services provides a consistent maintenance process. ServicePRO facilitates a shift in approach from:

- Reactive to proactive
- Ad-Hoc to condition based
- Unplanned to planned

With ServicePRO there are no second guessing ABB maintenance procedures or digging deep in to service manuals. ABB equipment will be maintained efficiently to the highest level, increasing system reliability, life span and return on assets. ServicePRO provides documented results for all your maintenance efforts and automation expenditures. Managers have direct access to reliable data, providing the insights needed for continuous business improvement.

## Knowledge Base Library

The unique foundation of the ServicePRO solution is a comprehensive "Knowledge Database" of service best practices specifically for ABB equipment. Maintenance personnel are empowered to be productive and consistently deliver high quality service. An internet sync to the ABB Master Knowledge Base Library updates to the latest revisions to the library including new and improved Preventive Maintenance Work Orders.

## PartsPRO™ for optimal system performance

PartsPRO defines spare parts for ABB equipment. Maintenance kits are scheduled as Preventive Maintenance Work Orders (PMWO) ensuring the site service team replaces consumable parts during a routine outage rather than an unplanned shutdown at a much higher cost. PartsPRO lifecycle reports designate dates and lifecycle status of ABB equipment as active, classic, limited and obsolete to better plan future system upgrades. PartsPRO tracks parts on hand and readily defines ABB catalogue part numbers for lead time ordering at potentially lower cost.

## Mill or enterprise visibility

ServicePRO is not just for the local ABB contract engineer. User configurable screens, trends, profiles and reports give management total control and visibility of operations and processes.

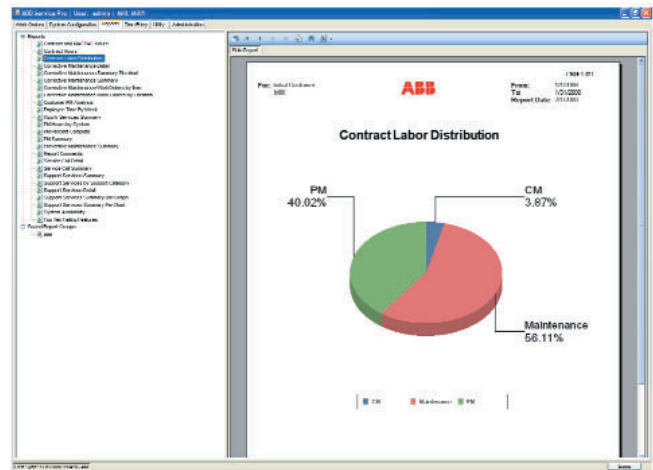
ServicePRO allows visibility into maintenance activities at a single mill or across multiple mill locations. Management reporting within ServicePRO documents maintenance activities and costs to benchmark between sites with the ability to export to the enterprise system. Mill maintenance departments will be amazed how much can be accomplished when a preventative maintenance plan has been implemented.

## Management reporting and results

ServicePRO helps managers improve productivity and make better decisions. The reports generated provide increased operational understanding, improved accounting for parts and materials and more accurate tracking of labor costs. Flexible reporting allows your ABB service engineer or site managers to drill into the information important to them, supporting business critical decisions. Generate standard reports that give complete visibility into your service operations, monitor what you're doing right, and quickly identify what needs improvement.

Be assured your getting results from your Service Maintenance Contracts with reports that document contract compliance, assess service effectiveness and overall system performance. From a management perspective, ServicePRO offers you real-time awareness of your team's activities and the reporting you need to proactively manage your operations.

ABB-Delivered Maintenance Services and the power of ServicePRO is carefully planned to minimize production losses, reduce maintenance costs and improve the profitability of an operation. In turn, this helps client's achieve a competitive advantage with an explicit focus on improving their bottom line.



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