

Press Release



For your business and technology editors

ServicePro from ABB

A proactive and comprehensive service approach as part of an ABB Assured Performance AgreementSM

Westerville, OH, – June 2, 2008 ABB, the leading power and automation technology company, announced the release of ServicePro 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 for Pulp and Paper customers is included as a central part of all ABB delivered Service Maintenance Contracts to ensure a world-class maintenance process with measurable results.

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.

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.

Be assured you're 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 (www.abb.com) is a leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs about 120,000 people.

For help with any of the technical terms in this release, please go to www.abb.com/glossary

For more information please contact:

ABB Pulp & Paper BU:
Dan Overly (VP Paper Service Center of Excellence)
dan.overly@us.abb.com

North America Customer Service Center:
29801 Euclid Avenue
Wickliffe OH 44092 1832, USA
Tel: 1 800 HELP 365
Outside USA/Canada: +1 440 585 7804
Fax: +1 440 585 5087
E-mail: NAService_info@us.abb.com