

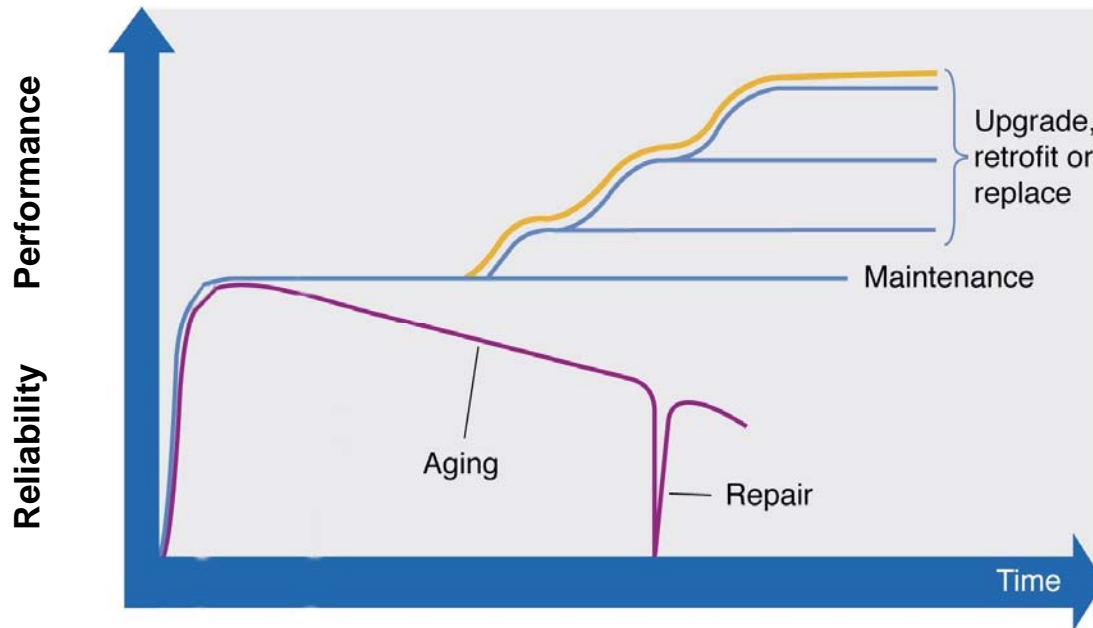


Kimmo Virta, Product Support, Jan. 04, 2010

Drives product life cycle management model (PLM)

Complete product life cycle management

Management of plant's installed base of drives



Active

- sales and manufacturing phase

Classic

- guaranteed product support phase

Limited

- limited product support phase

Obsolete

- no viable service market or technology remains

Management of various drive generations

Active

Classic

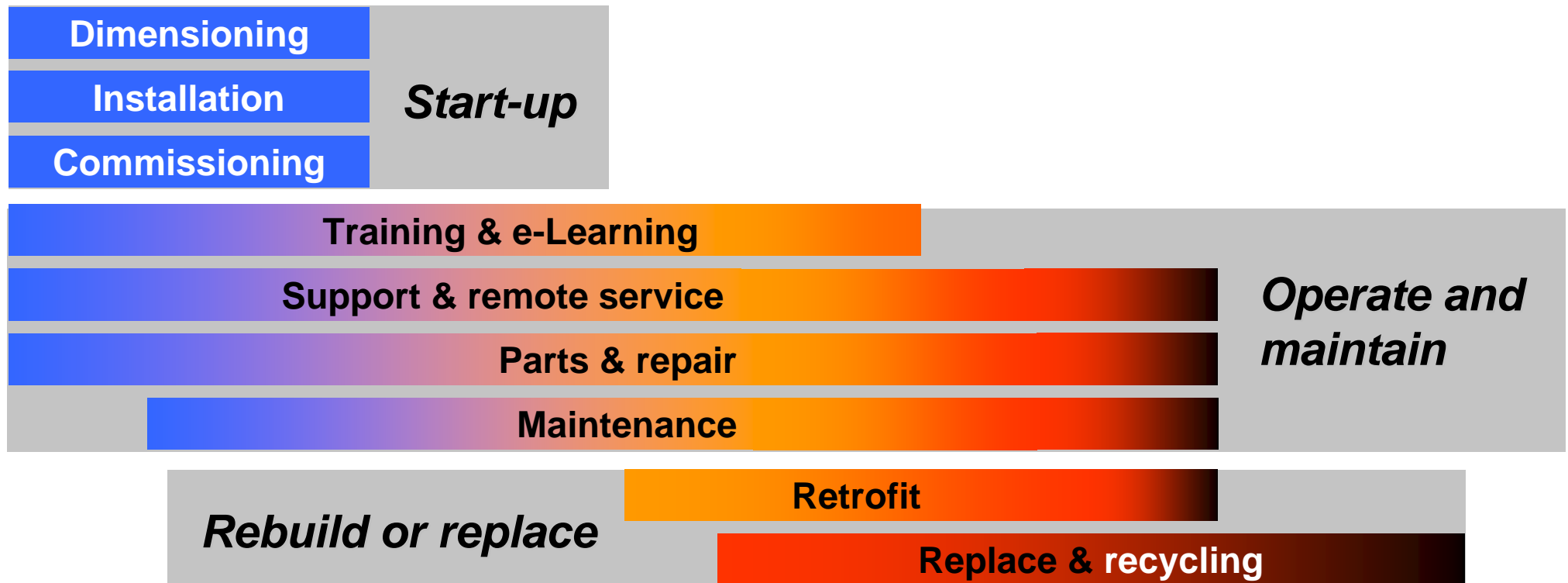
Limited

Obsolete

Customer support over the life cycle and beyond



Life Cycle Services

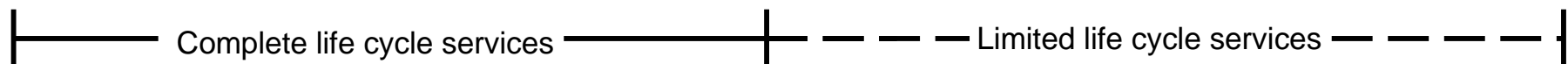


Product life cycle phases

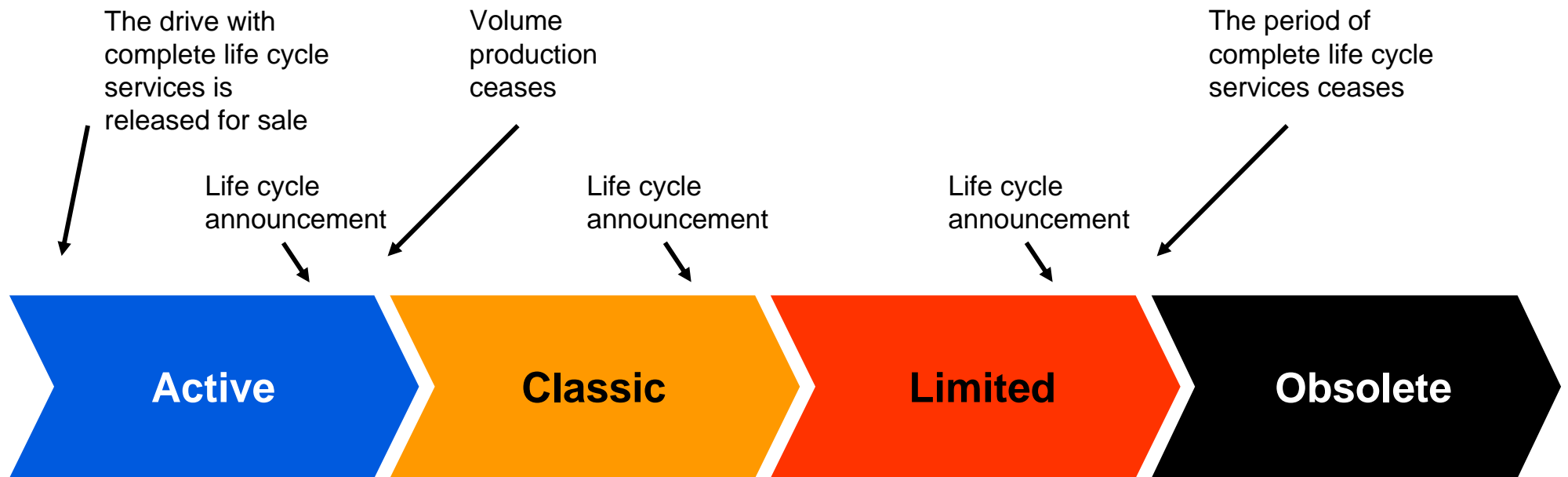
Drive life cycle phases:



- The drive with complete life cycle services is available for purchase
- The drive with complete life cycle services is available for plant extensions and spare parts
- Some product enhancements can be made
- Spare parts and repair services are available as long as materials can be obtained
- Replacement to a new ABB drive is recommended
- ABB cannot guarantee availability of life cycle services for technical reasons or within reasonable cost
- Replacement to a new ABB drive is recommended



Product life cycle phases, services and announcements



Drive life cycle services are matched to different life cycle phases:

Selection & Dimensioning
 Installation & Commissioning
 Training & e-Learning
 Services
 Spare Parts & Repair Services
 Support & Remote Services
 Maintenance & Field Services

Training & e-Learning
 Services
 Spare Parts & Repair
 Services
 Support & Remote Services
 Maintenance & Field
 Services

Spare Parts & Repair
 Services
 Field Services
 Replacement & Retrofit

Sale of spare parts is
 limited to available
 inventory, availability of
 repair services is
 contingent on components
 Replacement & recycling
 services are available

Benefits



Drives product life cycle management

- Ensuring spare part and competence availability throughout the product life cycle
- Enabling efficient product support & maintenance for improved reliability
- Adding functionality to the initial product by following the upgrade path
- Providing smooth transition to new technology in the end of the product life cycle

→ Maximizes value of equipment and maintenance investments

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