

Industrial robot upgrade package Extended Support Agreement for WebWare Server



The Extended Support Agreement for WebWare Server gives you an opportunity to prolong your access to support beyond the product's end of life, while offering a smooth migration path to ABB's Remote Service program – securing long-term continuous robot operation.

Background

ABB's robot software product WebWare Server has reached end of life, and thus its support to customers holding existing licenses. New product development ended in fall 2009 with the release of WebWare Server 4.91, supporting RobotWare 5.12. ABB is now transferring the support to Remote Service, the Group's program for remotely managed and delivered service.

What is the Extended Support Agreement for WebWare Server?

Extended Support Agreement gives WebWare Server customers an opportunity to prolong their access to support beyond the product's end of life. The agreement helps smooth the migration process from WebWare Server support to Remote Service, whenever applicable.

Benefits of the Extended Support Agreement

- Guaranteed support from ABB on a yearly basis, securing knowledge, resources and the ability to modify the code base.
- Free license upgrade to the final official release, WebWare Server 4.91.
- Access to telephone and e-mail support by dedicated local ABB product support specialists.
- Ability to place orders to expand the installation with more connected robots and available features.

Securing continuous robot operation

Many companies depend on WebWare Server to continue to maximize plant efficiency and safeguard mission critical robot data. As the software and its related support reaches end of life, the safety of operation may be a concern to many robot users.

Each production standstill is costly, and even more so if operational data is lost or corrupted. The Extended Support Agreement offers an easy way to ensure uninterrupted robot operation for a prolonged period, through the availability to dedicated support and assistance at hand whenever you need it.

Smooth migration to Remote Service

Extended Support Agreement is the only way to ensure continued ABB support, and to be entitled to place new orders related to WebWare Server in the future. The agreement is renewed on a yearly basis, allowing you to secure continuous robot operation while enjoying the flexibility to migrate to Remote Service at your own pace.

Additional benefits

- Ability to request customized releases, including new features and improvements such as support for new RobotWare releases and bug fixes, based on actual development cost.
- Onsite commissioning and trouble-shooting support at a fixed rate per hour.

Price model

The yearly cost of the Extended Support Agreement is based on a fixed cost for each server in operation, plus a variable cost based on the number of robots attached to the WebWare Server installation.

Contact ABB

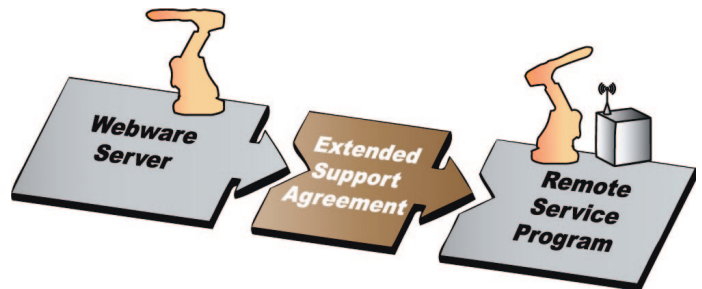
For more information contact your local ABB Robotics service organisation. Contact details are available on www.abb.com/robotics.



Extended Support Agreement extends the support of ABB's widely used WebWare Server software beyond the product's end of life.

ABB's unique global service coverage

- World's leading manufacturer of industrial robots since 1969
- 175,000 robots installed worldwide
- More than 2,000 systems are Remote Service enabled
- 1,150 customer service employees operating in more than 50 countries and in 100 locations
- 40 years of maintenance experience with robots and robot systems.



Bridging the gap. Extended Support Agreement lets customers migrate smoothly to Remote Service at their own pace.

Our vision

ABB Robotics Service wants to be the reason why customers and partners continue to buy from ABB. We will provide world-class services wherever ABB robots and systems are installed