

ABB ServicePort service delivery device

High-value services delivered quickly, efficiently, and securely

Challenge

You want high-value ABB services and access to leading ABB expertise to help you maximize system and optimize process performance, and you want these services delivered quickly and more cost-effectively than conventional travel allows.



The secure ABB ServicePort improves service delivery and reduces costs

Solution

ABB has developed a secure service delivery device that provides access to many ABB services. The ABB ServicePort is a robust node installed at your plant site, and through this gateway services can be configured and deployed either on-site or off-site, through secure, remote connectivity.

ABB ServicePort is a remote-enabled service interface that provides your process control system an on-site connection to ABB process automation experts. With fully user-defined security features, this on-site node acts as a “service coordinator”. It supports system configuration, preventive and corrective maintenance, work order tracking, spare parts management, system diagnostics, condition monitoring, corrective implementation, and service scheduling. ServicePort is a single point for service solutions, the portal which allows ABB preventive and corrective services to be delivered quickly and cost-effectively. ServicePort provides access to the latest diagnostics and remote-enabled services as they are developed.

Access between your plant network and ServicePort is controlled by you, and ServicePort’s interface security with ABB is completely user defined. The interface offers substantial financial value by providing equal access to ABB experts, without the lost time or travel costs getting a field service expert on-site. ServicePort gives you immediate access to services that keep your plant running, maximize system performance, optimize process performance and deliver operational excellence.

ServicePort provides remote access to:

- Event notification
- Control tuning
- Optimization services
- Support services
- Software support
- System health checks
- Remote troubleshooting

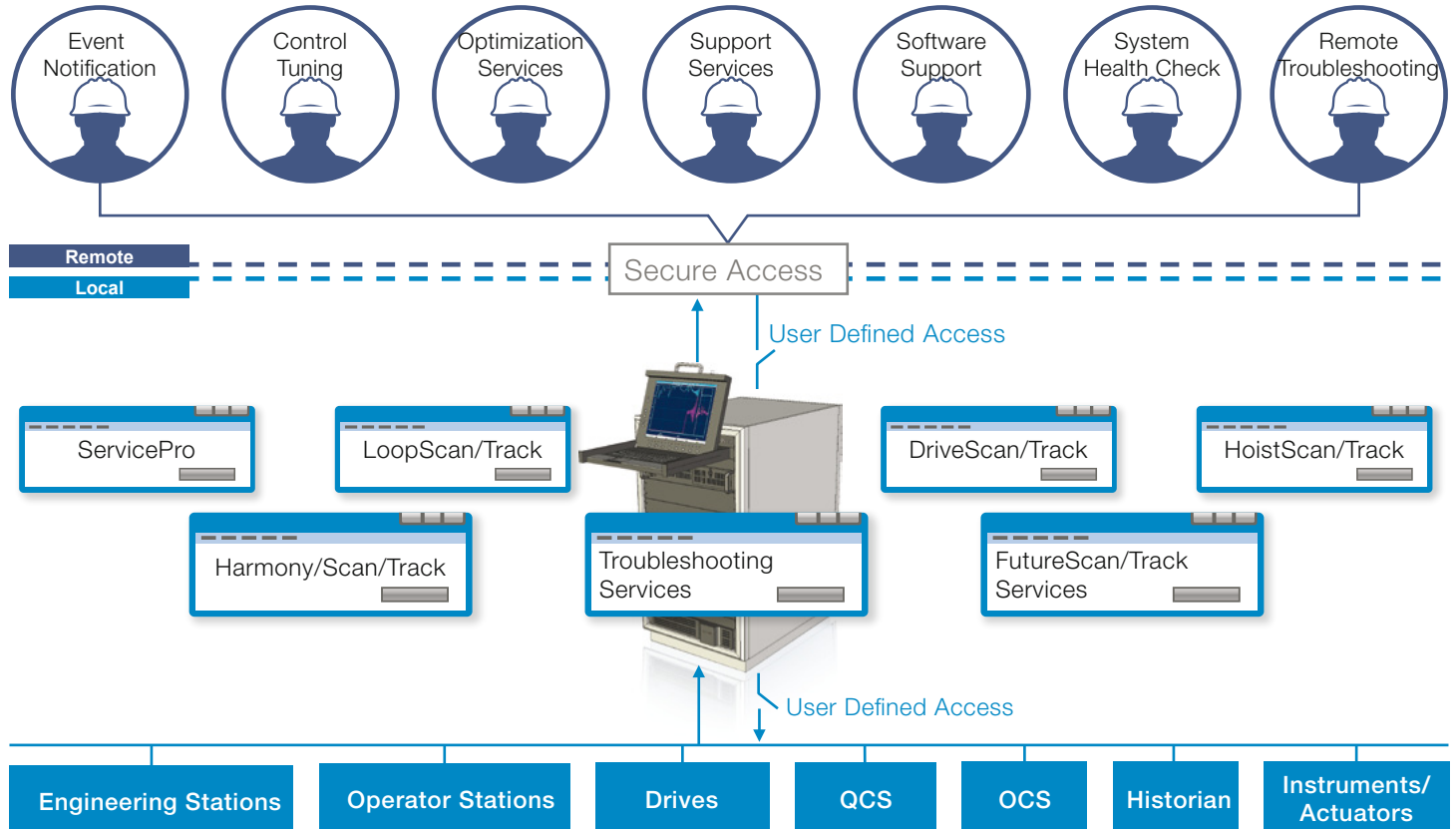
ABB provides the ServicePort as a subscription service.

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The ABB ServicePort gives you access to a wide range of ABB process control professionals and valuable services, including system developers, control tuning experts, troubleshooting technicians, software and application

engineers, and system health analysts. This approach maximizes your investment in systems and services.



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ServicePort Technical Specifications

- Server class quad-core Xeon processor
- 12 GB RAM
- 2 TB RAID hard drive
- Windows 7 Ultimate 64-bit operating system
- Integrated keyboard, 17" flat screen display
- Onboard uninterruptible power supply