

ABB Service Environment™

With the Service Environment™ concept, ABB takes responsibility for the services, operations and modifications required to operate a modern oil and gas facility.





ABB Service Environment™

- a total service, operations and modifications solution for multiscope ABB installations

The rapid advancement of automation and information technology in the oil and gas industry requires a high level of expertise and resources to manage and maintain as it evolves, and to ensure security and optimization at all times. The ABB Service Environment™ has been developed specifically to meet these challenges.

The Service Environment™ is a complete service and support concept for the oil and gas industry. The comprehensive range of services provided are designed to generate maximum value from multiscope ABB deliveries throughout the field lifecycle.

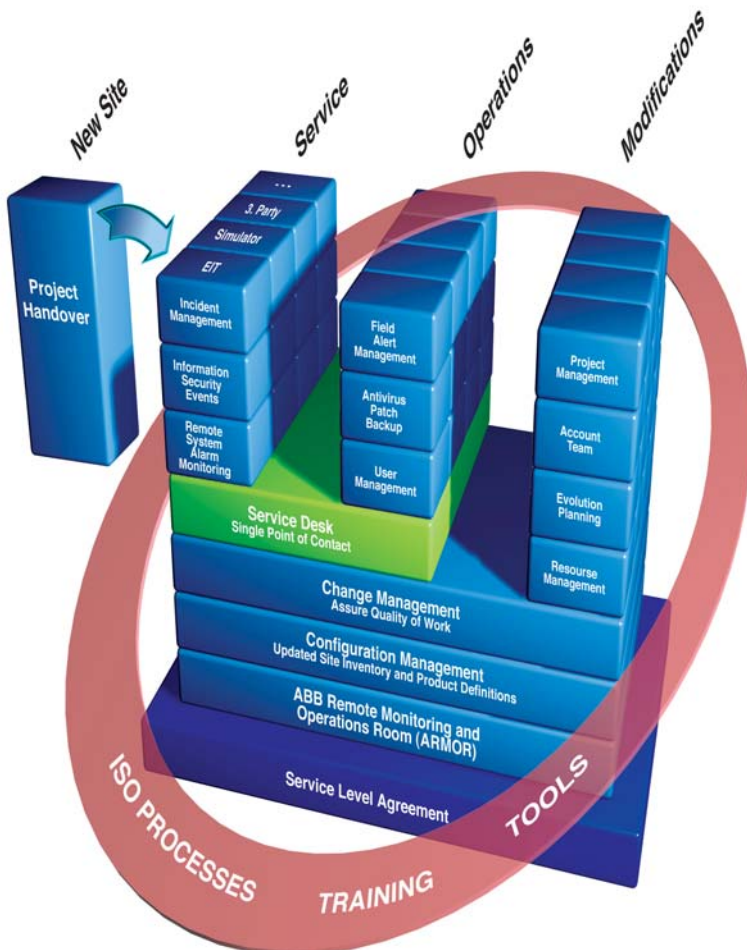
The roles, responsibilities, authority and scope defined in the Service Environment™ are tailored to match the customer's operation philosophy and requirements for service and support. The scope has been structured on international standards and oil and gas industry guidelines (www.olf.no, guidelines 104, 110).

A lifecycle service approach

Based on a highly developed quality system and tools, the Service Environment™ enables ABB to utilize expertise and deliveries from various ABB product and service groups, as well as customer resources and third party supply partners. This bundled service approach allows ABB to maintain responsibility for ISO processes, training, tools, simulator, telecom, electrical and third party suppliers.

The Service Environment™ program is structured in three main areas; Service, Operations and Modifications. Service offerings are scalable and adaptable to individual customer and site needs.

- **Services** - Ongoing service and support requests are handled through our Service Desk. Requests are registered and assigned to appropriate specialists for further response and follow-up. Inventory, applications and services are registered and tracked in our advanced Configuration Management Database (CMDB).
- **Operations** - ABB Remote Monitoring and Operations Rooms (ARMOR™) provide remote access to on-site automation systems. This service enables ABB to actively participate in ongoing system monitoring and process optimization.
- **Modifications** - As a field matures and production requirements change, modifications of tools, processes and routines become necessary. The Service Environment™ program provides strategic planning, management and implementation services designed to ensure that our customers keep pace with ever-changing field dynamics.



Once a project is turned over to the Service Environment™, ABB customers gain single point access to world-class service and support resources.

Single Point of Contact

Electrical, Automation and Telecom Systems



The benefits of ABB Service Environment™

Modern oil and gas operations rely on advanced technological solutions to optimize production, reduce operating costs, increase safety and extend the overall field lifecycle. ABB is a world-leading supplier of electrical, automation and telecom systems to the oil and gas industry. The unique Service Environment™ program is designed to help our customers effectively manage these complex and integrated systems. For operators, the benefits gained from the ABB Service Environment™ are significant.

Maximized production, increased up-time and lifecycle extension

- Guaranteed timely access to industry-leading system and process expertise for both ABB systems and third party deliveries through a single point of contact
- Remote system and process control optimization services through ABB ARMOR™ facilities
- Long-term partnership between expert organizations - customer and ABB - stimulates continuous improvement and optimization

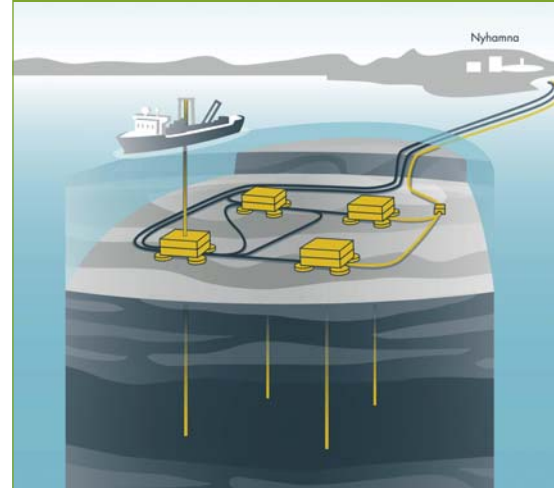
Lower operating costs

- Remote operations reduce requirements for in-house expertise and resources
- Less need for on-site personnel
- Efficient multiscope service and support from a single service partner

Enhanced safety and security

- Quick, efficient and correct response to system alarms and incidents
- Consistent quality throughout shared work processes and routines between customer, ABB and third parties
- A safe and secure IT environment

Project - in focus



The Ormen Lange Gas Field

The Ormen Lange reservoir lies approximately 3,000m/6,500 ft. below the waves. Gas is harvested from two large subsea well templates and sent to land via two 120-kilometer multiphase flowlines. The gas is then processed, stored and transported further by gas carriers and the Langeled pipeline.

Norske Shell - Ormen Lange and Draugen

A/S Norske Shell has contracted with ABB to provide operations, service and support of the safety and automation systems for their Ormen Lange facilities and Draugen platform in Norway. As part of the Service Environment™ program, ABB provides Service Desk functions associated with work processes related to the automation systems. Experts from ABB work with Ormen Lange and Draugen from the company's remote operations rooms in Oslo, Bergen and Stord.





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