

Remote Access Link (RAL)

Secure remote access to global support resources

Typical issues

- Expert support is periodically needed to resolve system issues
- In-house resources require extended time to diagnose the source of upsets
- Fast response is critical, when emergency support is needed
- Remote connectivity to global expert resources reduces resolution time

Solution

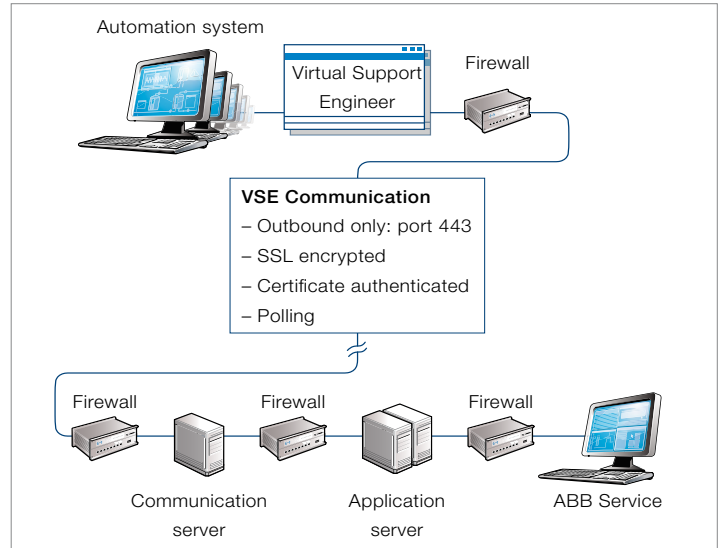
ABB's Remote Access Link (RAL), utilizing ABB Remote Access Platform (RAP) technology, provides the flexibility of maintenance service and global technical support expertise delivered via a secure remote connection. This technology allows our proven expertise and services to extend and enhance the effectiveness of personnel and applications. Remote connectivity is an optional feature used to enhance the value and effectiveness of every service offered.

A customer's established VPN connection may be used as an alternative to the RAP solution.

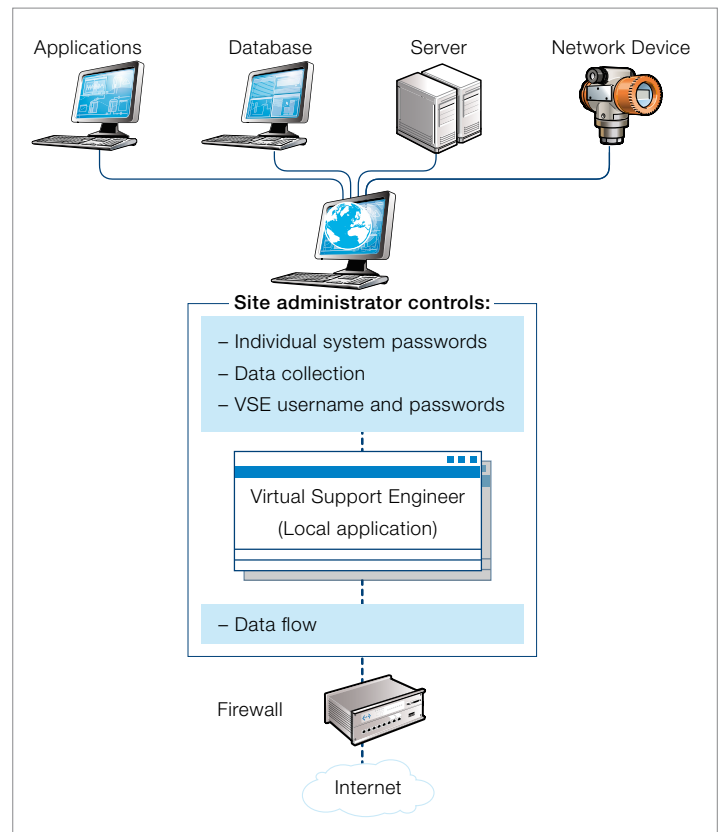
Remote Enabled Services (RES) expand and extend the reach of our field service and optimization engineers by removing geographic constraints and providing a means to quickly access equipment and provide support and maintenance service delivery. RES enables fast access to a larger pool of technical support resources. Remote enabled services are offered either exclusively on a remote basis, as a remote follow-up to an on-site service, or a combination of the two. Given this flexibility, RES enhances efficiency of service and enables ABB to deliver more effective support, while eliminating some, or all associated travel delays and cost.

Differentiators

ABB Engineers possess world-class expertise in tuning, and asset and process optimization of all types. Remote enabled engineers, with a secure connection to your site, extend the benefits of an on-site visit with cost-effective opportunities for follow-up review and corrective action, as well as remote consultation with on-site personnel.



Remote enabled service architecture.



Your site administrator maintains control over local device authentications, and the flow of data through the firewall to the internet.

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The ABB Remote Access Platform provides a secure connection to the site, configured to meet IT and industry regulatory security requirements. If preferred, the customer's established VPN solution can be used.

The ABB Remote Access Platform is available to remote enable services associated with all applicable automation equipment in every industry served.

References

ABB remote access capability utilizing ABB Remote Access Link (RAL) technology or Virtual Private Network (VPN) is installed at over 100 sites in multiple industries in North America, and globally in over 100 countries.

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