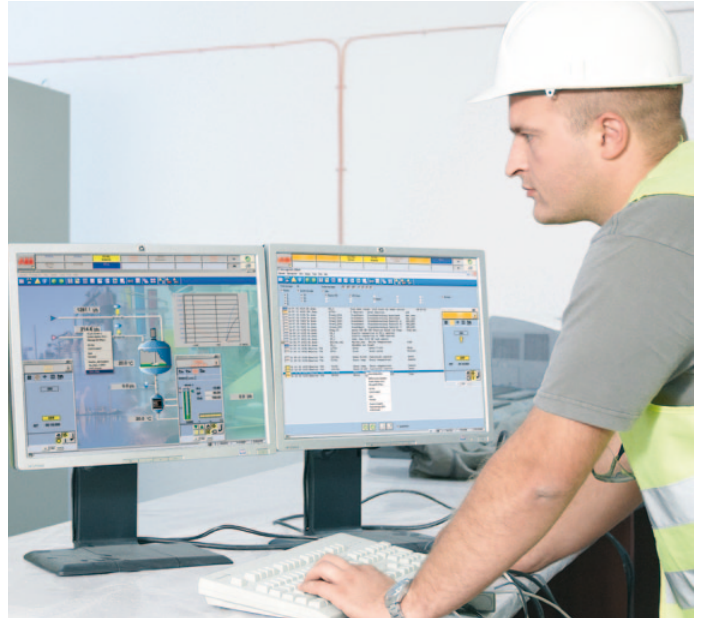


Freelance Software Lifecycle Management Automation Sentinel Program

Automation Sentinel is ABB's control system lifecycle management and support program that assists system owners to actively manage their control system lifecycle, support and maintenance. With this program, system owners can keep their control software up-to-date and maintain a flexible path forward to new system software technology. This program provides the fundamental software support deliverables required to maintain operation and maximize the availability of the installed Freelance control system.



Features and Benefits

Deliver Freelance software services to match operations needs

- Functionality to address increased performance demands
- Respond faster to production changes
- Higher production availability (24/7 operations)

Supports lifecycle management of control system software assets

- Make informed decisions
- Predictable costs for accurate budgets – remove uncertainty
- Eliminate unplanned upsets and trips due to system interruption

Lowers system software lifecycle costs and risks

- Extending the life of automation system
- Protects intellectual property investment
- Provides software upgrades to newer software versions

Extends lifecycle support periods for Freelance System software versions

- Provides software support for up to five years

Provides comprehensive software support and maintenance

- On-line access to software downloads
- On-line access to software product documentation
- Technical phone support to troubleshoot product and configuration issues

ABB offers two levels of services with options which are designed to be flexible to meet the varying needs of system owners: Maintain and Maintain Plus. Please see the table on the following page for a listing of the services provided in each of these options.

Program Options and Services Available

System Lifecycle Needs	Description	Maintain Plus	Maintain
Enhancement	New software license versions / enhancements	•	
Maintenance	Software maintenance updates	•	•
	Extended version maintenance	•	•
	Device Library management updates	•	•
	Early access to software patch	•	•
	Product technical phone support	•	•
	Software security management	•	•
	On-line access to SolutionsBank	•	•

Subscribers are entitled to the following services, based on selected program options:

New software license versions / enhancements

Subscribers are eligible to upgrade their software licenses to new versions and/or receive enhancements of their existing products at no additional cost.

Benefits:

- Lowers the cost of lifecycle maintenance through a predictable annual fee
- Add new functions and features (improving performance)
- Maintains operation on current and available third-party technology (PC's, Microsoft Operating Systems, etc.)

Software Maintenance Updates

Automation Sentinel subscribers are entitled to software maintenance for the current version of installed software products, including service packs, patches and updates.

Benefits:

- Minimizes unplanned plant upsets and trips
- Reduce maintenance costs with improved overall reliability (improving quality)
- Incorporates third-party product updates to ensure compatibility and on-going lifecycle support

Extended Version Maintenance

Automation Sentinel delivers extended lifecycle support for Freelance System software versions for up to five years. This is achieved by providing corrections of business critical issues and support for security management strategies throughout the software version's lifecycle.

Benefits:

- Extends the support of the system investment
- Provides flexibility in deciding when the timing is right to perform a system upgrade
- Ensures system owners can continue to use their software in their system with predictable support results

Device Management Library Updates

Subscribers are entitled to updates for ABB's Device Management Library which provides support for new and updated devices including PROFIBUS, FOUNDATION Fieldbus and HART device types.

Benefits:

- Access to new device types for easy integration into your system
- Provides support for the replacement of failed devices with the latest available device types

Early access to software patch

Automation Sentinel subscribers may request² a patch to a critical issue within ABB's software products in advance of the normally planned schedule for release.

Benefits:

- Access to business critical issue corrections that have a significant impact on your business / production
- Minimizes impacts to production availability

Product Technical Phone Support

Automation Sentinel provides technical phone support, troubleshooting and assistance with product, application and configuration issues and questions.

Benefits:

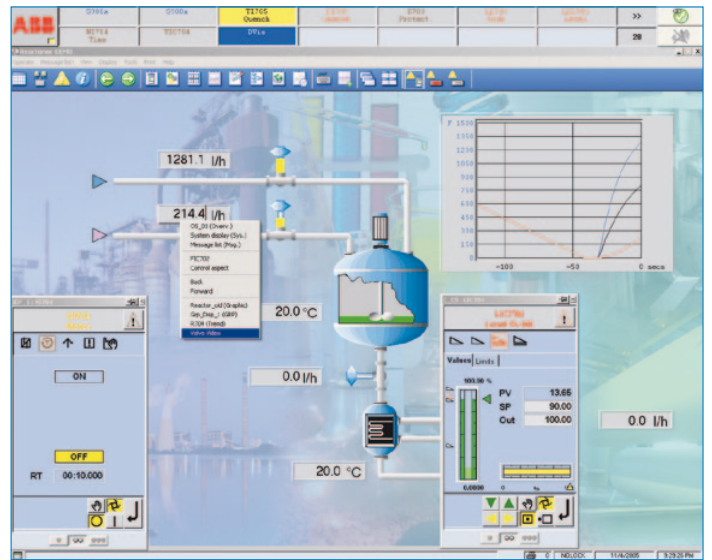
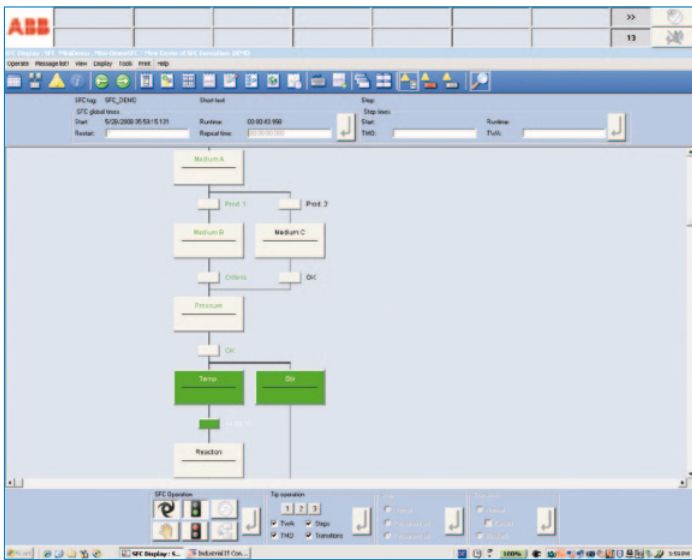
- Access to product experts for assistance in troubleshooting system or product issues
- Escalation to product design engineers for expert troubleshooting assistance

Software Security Management

ABB reviews, tests and validates monthly Microsoft security updates and third-party virus scanner software for compatibility with our control system software. A monthly qualification report is provided to subscribers.

Benefits:

- Minimizes users efforts in evaluation and testing of security patches
- Reduces risk of introducing an unvalidated patch into the production environment



On-line Support Tools

Your Automation Sentinel subscription includes access to ABB's 24-hour access premium control systems content delivered through SolutionsBank. Each system subscription is entitled to two user accounts with access to the following features:

Publications

Technical product information for ABB control products and systems.

- **Technical Bulletins/Application Guides:** Keep up to date with technical supplements describing system maintenance and configuration procedures.
- **Product Manuals:** Locate manuals for control systems on-line quickly and easily.
- **Change Notices:** Access engineering documents, which detail modifications and control systems enhancements, including new software releases and hardware design changes.

Downloads

Browse information by control system type and download the latest service packs, release notes and updates.

AutoNotification

Automatic e-mail notifications regarding technical updates and product release information, filtered according to your pre-defined installed ABB control system profile.

Troubleshooting

KnowledgeBankSM includes a variety of hardware and software solutions generated from actual support cases, dynamically incorporated as they are validated. A natural language-query search engine easily locates solutions.

Video Library

AVIBank¹ (ABB Video Instruction Bank) provides video instruction files, which demonstrate step-by-step procedures for ABB software products and tools.

Forums

Forums provide an interactive environment for discussion groups by creating communication channels. Information, ideas and questions can be presented and exchanged with other users.

My Solutions Bank

Customize your views of content based on individual preferences. Product-specific views present publications and downloads for specific products or product lines.

Benefits:

- Lower support cost through access to ABB's online self-help database
- Download service packs and updates for immediate installation
- Reduction of documentation and software delivery times
- Meet demands for self-support tools and reference resources
- Reduce cost of after-hours phone support or service calls by accessing self-help on-line
- Provides just-in-time answers to frequently asked questions

1 Not available for all technologies

2 Eligibility requires installing the latest available software release and is limited based on technical & economic feasibility

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