

ABB Service Agreement with Remote Service Case Study: Swedwood



Swedwood is unique in the furniture industry in their use of high tech robotic processes. To ensure the highest possible availability of all their robot-based production systems they have entered into a service agreement to equip all their robots with ABB's Remote Service technology.

ABB's Remote Service - A safe bet

Swedwood's factory in Hultsfred, Sweden is one of the most high tech in the furniture industry. The factory produces the famous PAX wardrobe exclusively for IKEA.

A packaged wardrobe is manufactured every ten seconds.

The wardrobes are made on demand so it is extremely important that the workflow functions free of mishaps throughout the process.

Management decided to sign a service agreement with ABB and to equip all robots with ABB's unique Remote Service Technology to ensure the highest possible availability of the robot-based production systems.

Key benefits with Remote Service for Swedwood

- Ensures highest possible availability
- ABB monitors the robots and can anticipate problems
- Program backups on the robots
- Support from ABB 24/7
- Swedwood can focus on their core business which is manufacturing furniture

No possibility to catch up in the workflow.

Everything is automated and 30 ABB robots work 24/7 throughout the year. They are operating at full capacity; this means that the robots do not have the possibility to catch up in the workflow.

At the same time, this sets high standards for service, maintenance and spare parts management in the machinery. A mechanical failure in the production line is a worse case scenario and would be costly in lost production as the machinery is already running at full capacity.

We feel safe with ABB and Remote Service

"We sleep well at night. Thanks to the cooperation with ABB Robotics and Remote Service Technology, we feel safe," says robot technician Jörgen Drie, responsible for Swedwood's robots.

"The best thing with Remote Service is that ABB Robotics monitors our robots and can anticipate problems. Simply put, they monitor almost everything. Some time ago, I received a personal call from ABB Robotics Support. They told me that we had a problem with a robot cabinet and a fan. After checking it out, we found that this was indeed the case. They sent us a new fan and we could thus avoid a minor disaster. This is only one example of the benefits we get from Remote Service."

Swedwood investing in a new robot

This close cooperation with ABB has resulted in Swedwood investing in a new robot for the production line, also equipped with Remote Service Technology.

"ABB has lived up to our expectations and requirements. The cooperation works well. We do program backups on the robots and so does ABB. This is a real safety net because if we miss something we know that ABB has backups. It also feels good with their support. We run around the clock, so it is important for us to have someone to turn to if questions arise," says Jörgen Drie.

Remote Service is like an insurance policy

"Remote Service is like an insurance policy. You don't buy a car without one. In the same way, we insure ourselves for availability. The fact that this is relatively new for us meant we needed assistance and help from ABB. It is good to know that when the day comes we have a problem with a robot, we can get the help we need so we can focus on our core business which is manufacturing furniture," says Andreas Teodorsson, maintenance manager at Swedwood.

Remote Service reduces downtime from hours to minutes

ABB's service agreement together with Remote Service prevents disruptions due to unplanned stops. In the event of wear or a condition change on a robot, ABB technicians receive an error message from the robot via e-mail or sms and can immediately start analyzing the situation. And based on this actual data, a maintenance schedule can be implemented.



Robot technician Jörgen Drie and Andreas Teodorsson, maintenance manager at Swedwood.

In the event of an unexpected stop, a technician called in to fix the problem can immediately access the data and error logs that were created in connection with the stoppage, and identify the root cause of the incident.

Remote Service Technology is revolutionizing traditional emergency services and is reducing downtime from hours to minutes.



Using high tech process technologies makes Swedwood unique in the furniture industry

Swedwood in Hultsfred , Sweden

Swedwood's factory in Hultsfred, Sweden is one of the most high tech in the furniture industry. The factory was built as a green field project in September 2008 and has a surface area of 23,500 square meters. It has enough capacity to provide the Nordic countries, Benelux and England with PAX closets.

Contact ABB

To find out more about how ABB Service Agreements with Remote Service technologies can reduce your downtime from hours to minutes then contact your local ABB Service Centre.

Contact details available on www.abb.com/robotics