

## Remote Access Link (RAL)

Secure remote access to world-class expertise from your site

### Issues we typically see

- Recurring system errors that require fast support response
- Extended down-time while waiting for engineer travel to site
- Additional support needed due to on-site labor reductions

### Solution

#### How we provide a Remote Access Link connection

There are two options to enable connectivity:

1. ABB Secure Remote Access Platform (RAP)
2. Customer provided VPN

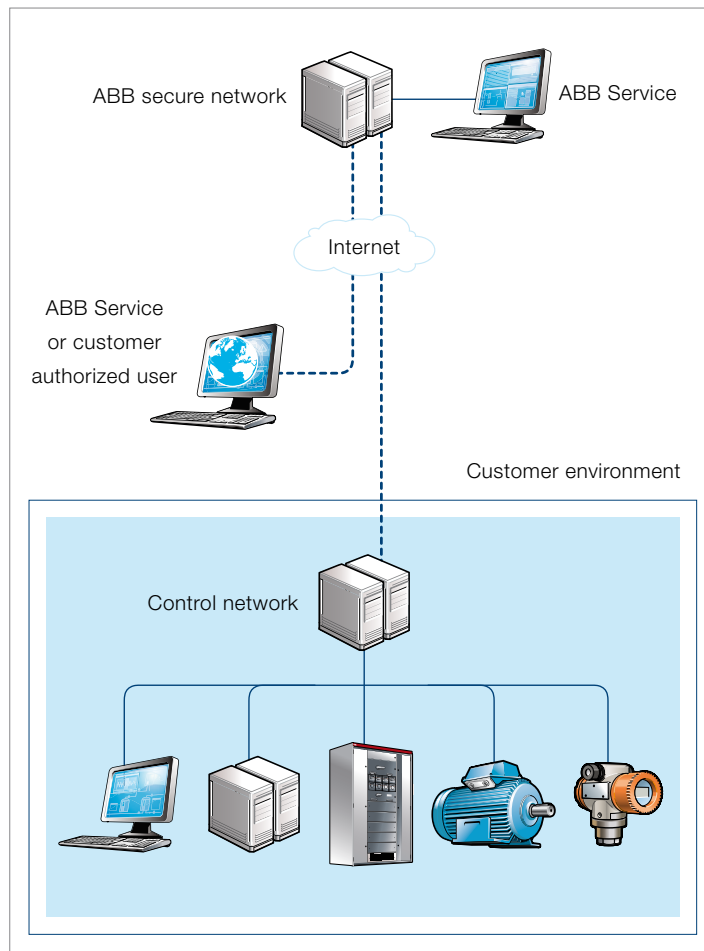
Either method provides fast connectivity to global subject matter experts (SMEs), and allows engineers to quickly access information to troubleshoot problems without allocating time to travel to site.

#### ABB Remote Access Platform (RAP)

In addition to enabling a secure connection and quick access, ABB's RAP subscription service solution allows routine, proactive data gathering which supports the delivery of additional advanced service offerings.

#### Virtual Private Network (VPN)

Existing customer provided VPN remote connectivity functions well for reactive troubleshooting, however it is not suitable to provide advanced proactive support.



Remote access link architecture.

### Why ours is better

The ABB Remote Access Platform provides a secure connection to the site, configured to meet all IT and regulatory security requirements.

Access to an established Remote Access Link enables fast access to a larger pool of technical and global support resources and enhances the efficiency of service delivery and effectiveness of support, while eliminating some or all associated travel costs and delays.

As the OEM, our process delivers the highest value in product-specific services and solutions.

# Remote Access Link (RAL)

Secure remote access to world-class expertise from your site

---

## References

ABB remote access capability, utilizing ABB RAL technology, is installed at over 100 sites in multiple industries in North America, and globally in over 100 countries.

### **North America Customer Service Center**

29801 Euclid Avenue

Wickliffe OH 44092 1832, USA

Tel: 1 800 HELP 365 (1 800 435 7365) option 0

Outside USA/Canada: +1 440 585 7804

Fax: +1 919 666 1377

E-mail:

© 2012 ABB Inc.

ABB reserves the right to change specifications without notice.