

# 800xA Advanced System Fingerprint

Identify opportunities for system reliability improvement



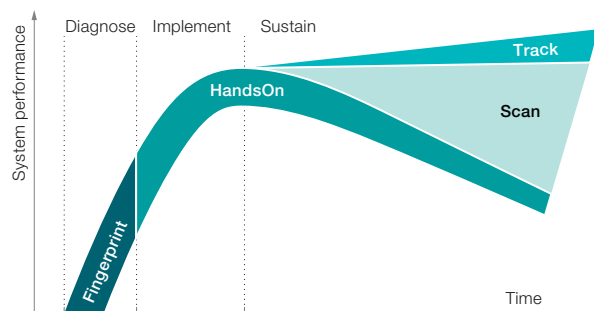
The 800xA Advanced System Fingerprint diagnostic is a fixed-scope service that identifies system performance and reliability issues through data collection and analysis. It generates both a system benchmark and an improvement plan and can be delivered either on-site or remotely, using ABB's Remote Access Link technology.

Subsequent to the initial Fingerprint, performance reports can be delivered at varying frequencies based upon customer and system requirements.

This audit includes comprehensive measurement and analysis of system performance, network communication, and controller loading, specifically:

- Software. A review of software for controllers, engineering workstations, and operator consoles as-

The 800xA System fingerprint is the first step in a three step improvement process



## Issues we typically see

- System overload causing slow response rates
- System degradation is not corrected until issues arise
- Issues arise periodically that are difficult to diagnose
- System efficiency losses
- Slow graphic response
- Outdated virus scanner definitions
- Outdated backups
- Missing Windows operating system patches and hot fixes
- Ethernet Communications. Existing system communications problem reports and errors are checked. A review of system indicators and data for the PC and control network level is also provided to identify resources that are underperforming, improperly set, or have approached overload conditions.
- Ethernet Communications. Ethernet communications network interruptions, traffic flow, and network security are evaluated. This includes network load, error rates and architecture.
- Maintenance Practices. Existing preventive and corrective maintenance practices are reviewed during the overall system condition evaluation. This includes a review of:
  - Scheduled maintenance backup
  - Latest Windows operating system Hotfixes
  - McAfee virus scanner definitions

## Implementation planning

Once the fingerprint has been completed, our engineers will meet with your team to review the findings and discuss improvement recommendations. A plan will be determined and scheduled to implement agreed upon recommendations, to begin the improvement process.

Improvements may be completed all at once or scheduled to be completed incrementally over a period of time. In either case, the implementation ensures that changes can be made and maintained with steady progress toward the performance goal.

An ABB field service professional, experienced in System 800xA operation, can be made available to lead improvement activities using on-site or ABB personnel.

#### **Sustaining performance**

Annual fingerprint, implementation and sustaining services are recommended as a component of your service contract agreement to achieve and continue the improvement process. These can be scheduled as part of a single- or multi-year service contract agreement.

#### **Why ours is better**

The 800xA Advanced System Fingerprint is a unique service utilizing proprietary software tools and automated data collection, without system shutdown. It provides details to verify installed equipment and associated maintenance tasks.

Our field engineers are factory certified in the areas of control system maintenance and analysis, and as the OEM, we are confident in our engineers' ability to deliver the highest value product-specific services and solutions.

#### **Fingerprint report**

The included fingerprint report, which contains collected system data and analyses as well as system performance improvement recommendations, is a valuable component of the fingerprint service.

#### **Three step improvement process**

- Diagnose. Valuable diagnostic report to identify machine reliability problems
- Implement. Hands-on delivery of improvement services to increase reliability
- Sustain. Manage and continue the improvement process through renewable services

The 800xA System fingerprint is the first step in a three step improvement process

Scan and Track sustaining services enable system data to be captured and analyzed on a periodic or continuous basis.

Contact your ABB service representative to obtain additional information or to schedule an 800xA Advanced System Fingerprint for your site.