ABB ServicePort™ Service Delivery Platform
Advanced Services delivered quickly, efficiently and securely

ABB ServicePort™ is a secure, remote-enabled service delivery platform that allows users to view, scan and track Key Performance Indicators (KPIs) to ensure maximum performance of equipment and processes, resulting in higher operational efficiency.
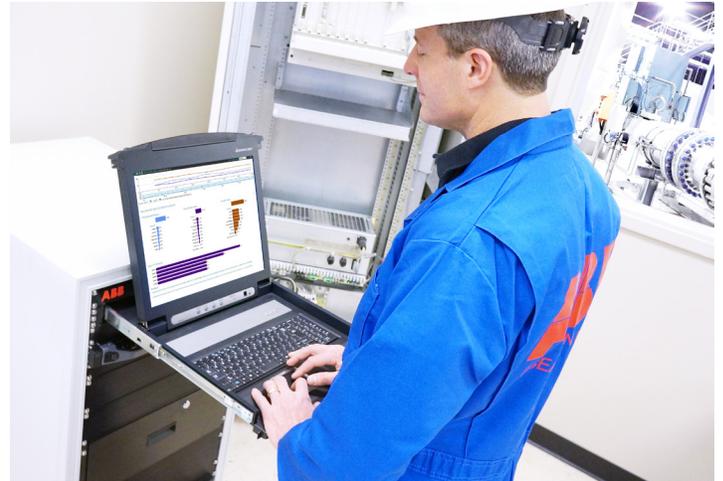
ABB Senior Service Engineer uses ServicePort's built-in retractable user interface to analyze Key Performance Indicators on customer equipment and processes.

Benefits
– Streamlines issue identification through automatic analysis
– Identifies trends to mitigate equipment and process issues
– Reduces response time and travel expenses
– Decreases the cost of identifying issues
– Minimizes risk of system upsets

Features
– Automatic, secure, non-invasive data gathering and statistical analysis of data
– Advanced service "channels" address equipment, process and industry issues
– ServicePort Explorer Human-Machine Interface to view, scan and track KPIs
– Configurable alerts (via email or text message) when KPIs exceed thresholds
– On-site or remote access for customer and ABB service personnel
– Consolidation and long-term storage of KPIs and data
– No capital investment — offered as service contract
– Continuous performance monitoring
– Secure communications
– Available options include: ServicePort (integrated workstation), ServicePort Rack, ServicePort Mobile, ServicePort Mini or ServicePort Virtual

Overview
ABB ServicePort is a remote-enabled service delivery platform that allows users to view, scan and track important KPIs that impact equipment and process performance, so actions can be taken to improve site performance.

ServicePort takes the expertise ABB has built over decades of equipment and process support, and distills these practices into automatic, remote-enabled tools that provide high levels of services efficiently, expeditiously and globally.

Deployed at customer locations, ServicePort provides customers and ABB service experts local or remote access to views of KPIs, and diagnostic and data.

By automatically collecting, analyzing and monitoring specific KPIs, ServicePort helps users make more informed decisions, resulting in improved availability, process efficiency and product quality, while reducing risk, raw material and energy costs.

ServicePort gets to the heart of a matter quickly through secure, remote-enabled connection to ABB experts, who can help users identify issues and improvements at anytime, anywhere in the world.

Power and productivity
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Find system or process problems quickly
## More accurate troubleshooting with comprehensive KPIs
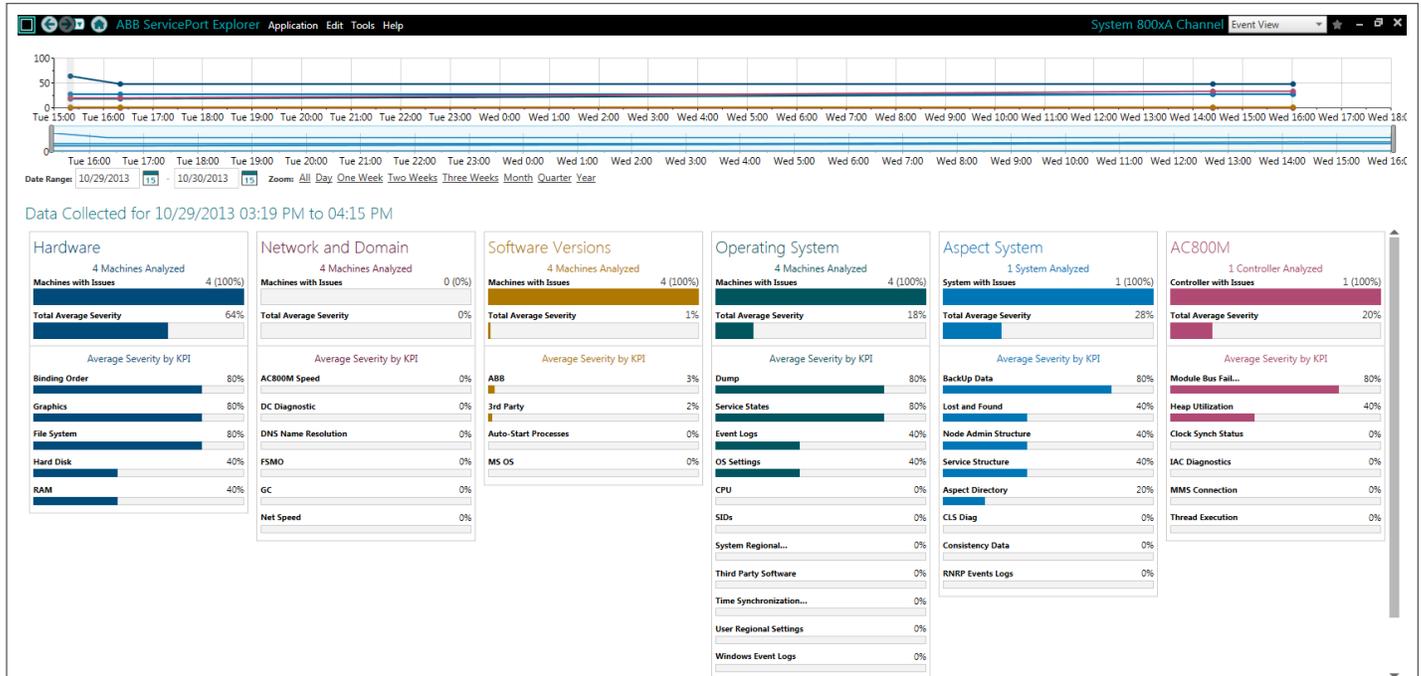
Figure 1: This chart shows the scope of delivery included with each Performance Service channel. The expanded chart highlights what a user sees daily. The biggest problem areas are identified on one screen, so users can prioritize accordingly. When pre-set KPI rules are exceeded, users can receive automatic notifications via text message or email.

Performance Service channels fall into three categories:
– **Equipment Performance Services** monitor utilization and performance of ABB-made products, such as control systems and drives
– **Process Performance Services** diagnose and improve production or business processes, such as control loop performance and cyber security
– **Industry Performance Services** diagnose and improve equipment or processes specific to certain industries, such as mining and pulp & paper.

Each channel includes software tools that gather, store and analyze equipment or process data in ServicePort. Each channel includes the following scope of services:
– Installation and training
– 24/7 visualization of KPI data
– Twice-yearly expert analysis ("Scan")
– Configurable alerts when KPIs are outside limits ("Track")
– On-demand troubleshooting

Performance Service channels are available for:
Equipment:
– ABB System 800xA
– ABB Harmony Control System
– ABB Low-Voltage Drives
Processes:
– Cyber Security
– Control Loop Performance
  • Control Loop Tuning Acceleration
Industry
– ABB Mine Hoists (friction type)
– ABB Quality Control Systems (QCS)
  • Control Utilization
  • Product Transitions
  • Sensor Stability
  • Variance Partition Analysis

Clear view of data and analysis
Multiple users can view data any time, anywhere with ServicePort Explorer. ServicePort Explorer is a real-time, graphical user interface for viewing trends and analyzing KPIs associated with each Performance Service channel. The interface easily links notifications, KPIs and raw data into one standardized interface.

# Easily view and analyze key performance indicators
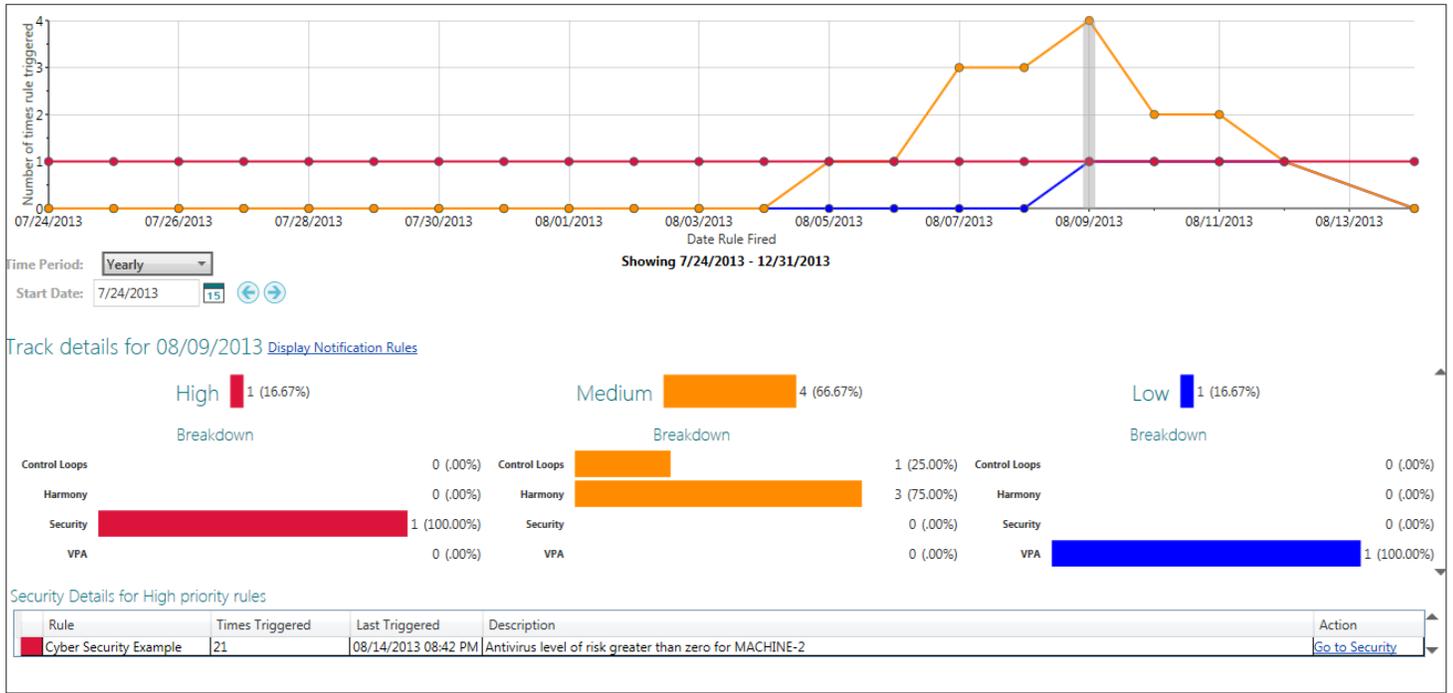
Figure 2: Through the ServicePort Explorer, users can access three different views for each KPI. This example shows the KPI analysis view for Cyber Security Performance Service. The display shows the KPIs that are outside their threshold: the bigger the bar, the greater the need to address the KPI.

ServicePort Explorer is the gateway for three views of KPI data:
– **View:** Allows customer and ABB service personnel to view raw data associated with
– equipment and process KPIs
– **Scan:** KPI analysis presents a summary of KPIs, ranked by severity, that are outside set limits (Figure 2) so that users can begin addressing issues in order of priority
– **Track:** KPI monitoring empowers customers to specify customized sets of rules for KPIs, and alert for each occurrence that falls outside a threshold

Multiple users

ServicePort lets multiple users view data on a single ServicePort server, so the power of ServicePort can be spread throughout a customer site. This increases the ability to analyze local and enterprise operations, and identify the most productive equipment and processes.

Secure connection

Collected data is highly secure as it remains on-site and requires user authentication to view. The ABB Remote Access Platform (RAP) provides a detailed audit trail of anyone connecting to ServicePort by logging each remote session.

ServicePort Virtual

Due to customer demand for replacing hardware with virtual computing environments, ABB offers ServicePort Virtual. ServicePort Virtual provides ServicePort functionality on virtualized hardware, eliminating the need for dedicated hardware. ServicePort Virtual is intended for customers who are comfortable managing this environment. Customers who choose ServicePort Virtual must provide a virtual server with an installed operating system, and are responsible for managing that server in the environment of their choice. The customer must provide ancillary software, such as antivirus and back-up solutions. ABB's deliverable is the ServicePort software that runs on the server. For more information on this solution, ask for the ABB ServicePort Virtual Application Note (Document 9AKK106206).

# Secure connection for delivery of ABB services
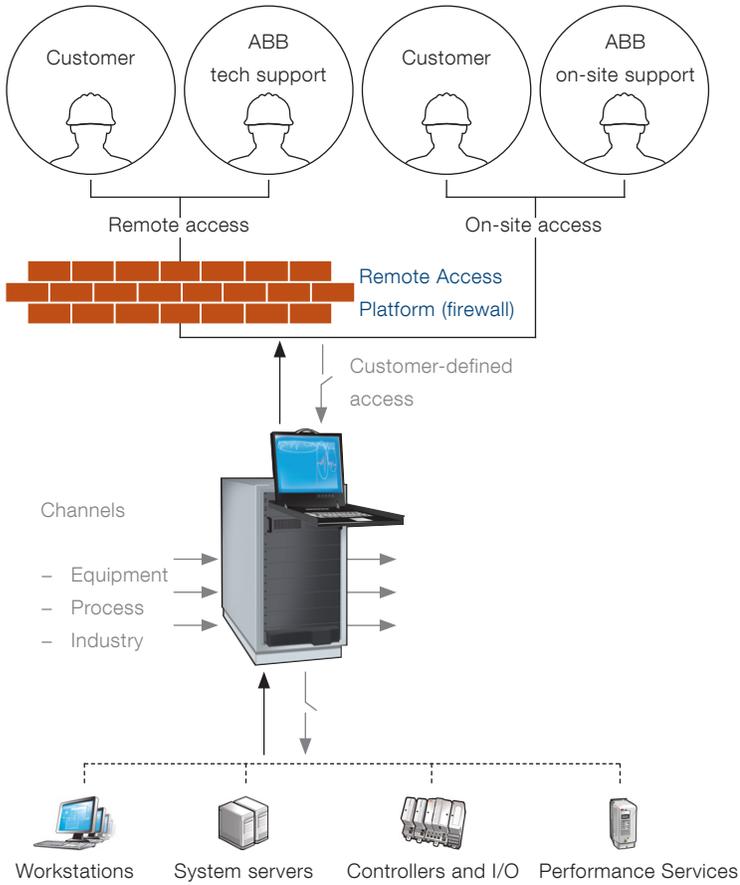
Figure 3: ABB ServicePort links ABB services to user equipment and processes on-site and remotely. Customer control access to data collected and stored in ServicePort.

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