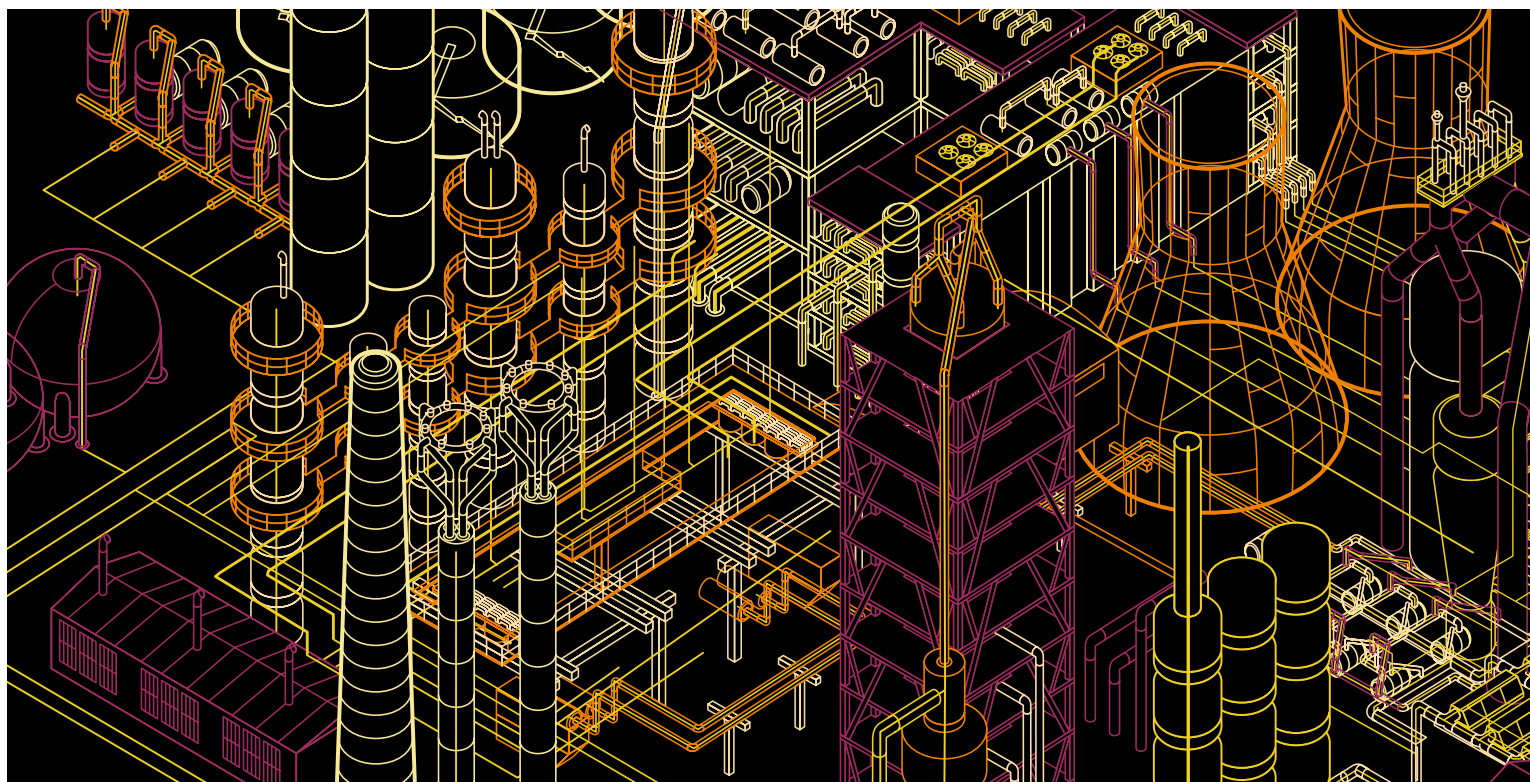


4|11

A quarterly publication  
from ABB Service

# What's new from ABB Service



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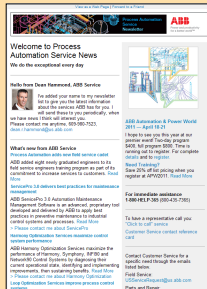
Power and productivity  
for a better world™



Welcome

## Hello from ABB Service

With so many new innovations in development in ABB Service, we have launched an email newsletter to keep you up-to-date on our latest service offerings.



We hope you will sign up to receive it. Our newsletter will be emailed to you periodically, whenever we have news we think will be of interest to you.

Our mission is to help you to achieve operation excellence through the application of our services.

### One Team, One Number – ABB Services 1-800-HELP-365

For all your service needs, call your service account manager or contact the North America Customer Service Center (1-800-HELP-365) for immediate assistance.

Pick up a free mousepad from the APW Customer Service desk, for a handy reference of call tree options.

### For a specific need use these emails:

#### Field Service:

USServiceRequest@us.abb.com

#### Parts and Repair:

PartServices@us.abb.com

#### Technical Support:

AutomationSupportLine@us.abb.com

#### ABB University:

ABBUniversity@us.abb.com

## Process Automation adds new field service cadets

ABB added eight newly graduated engineers to its field service engineers training program as part of its commitment to increase services to customers.

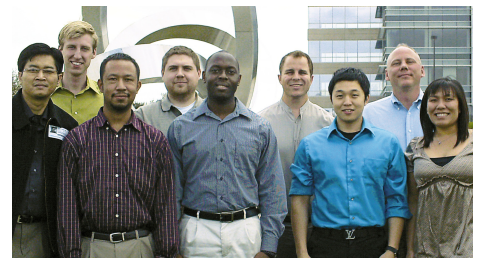
Penelope Aliwarga, Daniel Dorr, Steven Dursma, Austin Haynes, Ricardo Hernandez, Kelvin Ihaza, Lester Lee, and Luan Vo began ABB's three month field service engineer under the direction of Donald Westfall, service resource development manager.

This focused program will train these cadets as resident field service engineers and as demand field service engineers who will provide on-site ABB control systems services to customers throughout the United States.

The program began with five weeks of introductory courses in Houston, where the trainees are immersed in single loop controls, Windows networking, Microsoft TCP/IP for Industrial IT, and Active Directory courses.

In April, the trainees transfer to the ABB Columbus, Ohio training center to learn about ABB's award-winning automation platform, System 800xA. Then, they will be assigned to selected plant locations to get on-the-job experience. Afterwards, they will have six weeks of additional classroom instruction at the ABB University facility in Wickliffe, Ohio.

When their training concludes, and they complete certification in late June, they will



join the ranks of ABB seasoned resident and demand field service engineers, to begin working independently or as part of teams to deliver contract services and support at customer facilities.

Two students are preparing for roles in the paper industry and six will be assigned as demand service engineers.

"The bright graduates of our previous Cadet Program have been receiving rave reviews from customers for their skills and knowledge. We are extremely proud of their accomplishments. This new enthusiastic group will be a great addition to our excellent field services team," Don Westfall commented.

"They already have the full support of ABB's global engineering resources and, by the time they complete their training at the end of June, they will have the knowledge and support to deliver certified results for any installed ABB control system," Westfall added.

## ABB Parts Fingerprint service identifies opportunities for parts management improvement

The Parts Fingerprint reviews the effectiveness of existing spare parts management and identifies cost saving opportunities as well as potential risk associated with insufficient stock, over stock, out-of-date inventory, and end of lifecycle issues.

The service includes an on-site spare parts inventory validation, and comprehensive analysis of stock conditions, status, stocking levels, version management, warranty management, part criticality, and historical parts usage. Existing processes and conditions are compared with ABB established best practices.

The resulting fingerprint evaluation report includes recommendations to improve overall spares management including cost saving strategies, and management of issues related to equipment lifecycle status, and equipment supportability.

Parts Fingerprint audits are recommended for the following ABB equipment types: process control systems, quality control systems, analytics, drives, instrumentation and other critical ABB systems.

# ABB Loop Optimization Services fine-tune process control

Diagnose, implement and sustain system process performance.

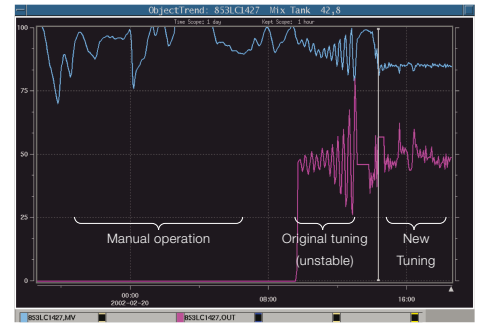
ABB Loop Optimization Services deliver business results to customers by fine-tuning controls to optimize production processes. The result is higher process availability, faster production and better overall quality yield.

ABB Loop Optimization is a platform-independent service that can be applied to any automated process, and performed without interrupting production. ABB proprietary PID (proportional-integral-derivative) tools simplify loop data collection and analysis, facilitating the work of reviewing I/O data from hundreds of sources within the process.

The comprehensiveness of collected and analyzed data allows ABB experts to pinpoint disturbance sources and recommend corrective actions to maximize system performance and optimize process performance.

Loop analysis is offered for control block algorithms from ABB and non-ABB control systems. This service combines data collection, model identification, feedback tuning, feed-forward tuning and controller simulation to identify problem loops and generate options to improve control.

A three-step methodology – Diagnose, Implement, and Sustain – governs the task of auditing and tuning the control system to ensure that tuning remains robust and sustainable. The Diagnose phase benchmarks existing performance to provide a basis to evaluate and identify improvement opportunities. A detailed action plan is delivered that can be implemented to restore the performance the control system was designed to deliver. The action plan includes key performance indicators and return-on-investment estimates that assist in prioritizing improvement options.



**ABB's Optimization Services help process industries get the most value from their automation assets.**

Improvements are applied in the Implement phase, and the Sustain phase uses remote or on-site system scanning (LoopScan) to flag actionable events, and tracks (LoopTrack) the application of further improvements.

## Harmony Optimization Services maximize control system performance

ABB Harmony Optimization Services maximize the performance of Harmony, Symphony, INFI90 and Network90 Control Systems by diagnosing their current operational state, identifying and implementing improvements, then sustaining benefits.

Harmony Optimization Services reduce or eliminate the negative effects of hardware, firmware, software and control additions or revisions that could diminish system performance and adversely affect production. All Harmony Optimization Services are non-invasive to ensure uninterrupted system operation and production.

Harmony Optimization Services start with the Harmony Performance Fingerprint, in which control experts use proprietary tools to benchmark system components to optimum performance standards. Then, improvement strategies are devised and prioritized to maximize system performance to deliver the highest financial return to the customer.

Improvement areas are detailed in a report and reviewed with the customer so that an action plan can be created. ABB experts work with the customer to implement the

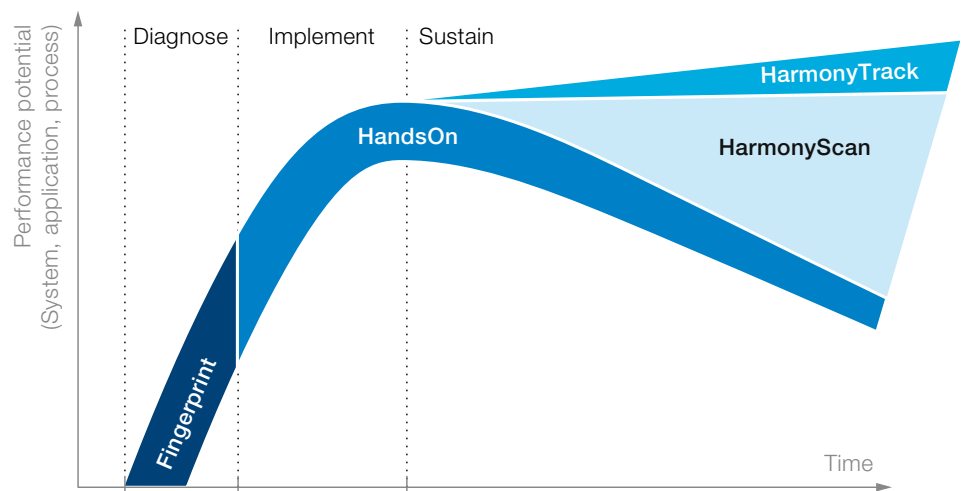
improvements – immediately or over time – to correspond with customer needs.

The highest value derived from Harmony Performance Fingerprints is in ensuring that optimal performance levels are used and sustained.

The HarmonyScan service monitors system performance at specified intervals, flags events such as parameter deviations and alerts customers to recommended corrective actions to maintain performance.

The HarmonyTrack service proactively and automatically tracks prearranged diagnostic and implementation activities for the customer, and either delivers the required service automatically, or notifies the customer and ABB when actions are to be taken.

To deliver ABB Process Automation services including Harmony Optimization Services, ABB has developed a service delivery device that provides continuous connectivity to all onsite control systems and access to all ABB services.



# Connection device delivers more high-value services to customers

ABB has developed a connectivity device to give customers instant access to a wide array of ABB Process Automation Services.

The ABB ServicePort will connect to any control system and will be the portal through which customers will access services such as configuration tools, diagnostic applications, improvement implementation activities, performance-sustaining troubleshooting software, and tracking software that deploys agreed improvements.

"Customers can think of the ABB ServicePort like the cablebox that delivers programming to their televisions, except the ServicePort will deliver approved ABB services," said Dan Overly, vice president of Lifecycle Service Development for ABB Process Automation.

"When our customers ask for increased services and higher values delivered by ABB, such as our diagnostic "Fingerprints," or our Scan/Track family of troubleshooting and remedial tools, we will provide them through the ServicePort," Overly said.

One of the primary advantages of the ABB ServicePort is that customers can access ABB's system and process experts



faster and more cost-effectively. The ServicePort's secure, remote gateway will help customers maximize their systems, optimize their processes, and keep their production running faster and at higher quality levels than ever to deliver better business results.

"My service optimization team and I visit customers globally to deliver diagnostic services, and we follow up with on-site implementation and sustaining services," said Kevin Starr, manager of Lifecycle Service Development for ABB Process Automation.

"The idea for ServicePort came from a customer who needed our services faster than we could schedule to visit him. From that customer need, the ServicePort grew into a tool that we now will use as the standard service interface for many ABB control systems."

In addition to faster and more cost-effective access to ABB's global experts, the ServicePort will facilitate access to resources such as other system, process and operation experts who will increase and complement the knowledge base at a customer's site.

The ServicePort is designed as an onsite node that will act as a "service coordinator" for applications. It will support system configuration, preventive maintenance, work order tracking, spare parts management, system and process optimization, maintenance reporting, and alarm and message generation.

The ServicePort will be accessed from the plant network and secure remote interface.

ServicePort will be provided by ABB as a subscription service.

## ServicePro 3.0 delivers best practices for automation maintenance management

ABB ServicePro 3.0 Automation Maintenance Management Software applies best preventive maintenance practices to industrial automation to help customers keep production running, maximize system performance, optimize process performance and deliver business results.

ServicePro provides a proactive maintenance strategy, based on installed equipment, to deliver comprehensive and efficient maintenance for predictable automation upkeep. It improves system and process availability, reduces maintenance costs and extends the life of automation systems.

A direct correlation exists between increasing efficient preventive maintenance and decreasing expensive corrective maintenance. Applying effective preventive maintenance reduces costs.

World-class best maintenance practices are constantly updated in ServicePro 3.0

through automatic synchronization of maintenance activities from more than 600 sites around the world. This gives customers the assurance that the latest best practices are deployed immediately at their sites.

ServicePro 3.0 provides preventive maintenance procedures for many flexible scheduling frequencies, including daily, weekly, monthly and quarterly. In addition to tools for scheduling, ServicePro 3.0 supplies a wide array of reports for quality, contractual and regulatory compliance, and 24/7 monitoring of all service activities related to ABB automation covered within a facility's ABB service agreement.

ServicePro provides data to users from a "dashboard" that monitors current working conditions, and includes alarm reporting and in-depth process reports for quality and process audits. It can scale upward to include entire facilities and manufacturing operations to

give customers greater visibility into automation lifecycle and maintenance costs.

A significant feature of ServicePro is its ability to determine which production equipment is most efficient and cost-effective to maintain, so that customers can select which production processes are most efficient to maximize profit.

While ServicePro is designed for ABB automation and is a standard feature of ABB Process Automation Lifecycle Service Agreements, it can be used to manage maintenance for all critical equipment, independent of manufacturer or process.

As with previous versions of ServicePro, ServicePro 3.0 is a proprietary product owned and operated as a service available to ABB customers.