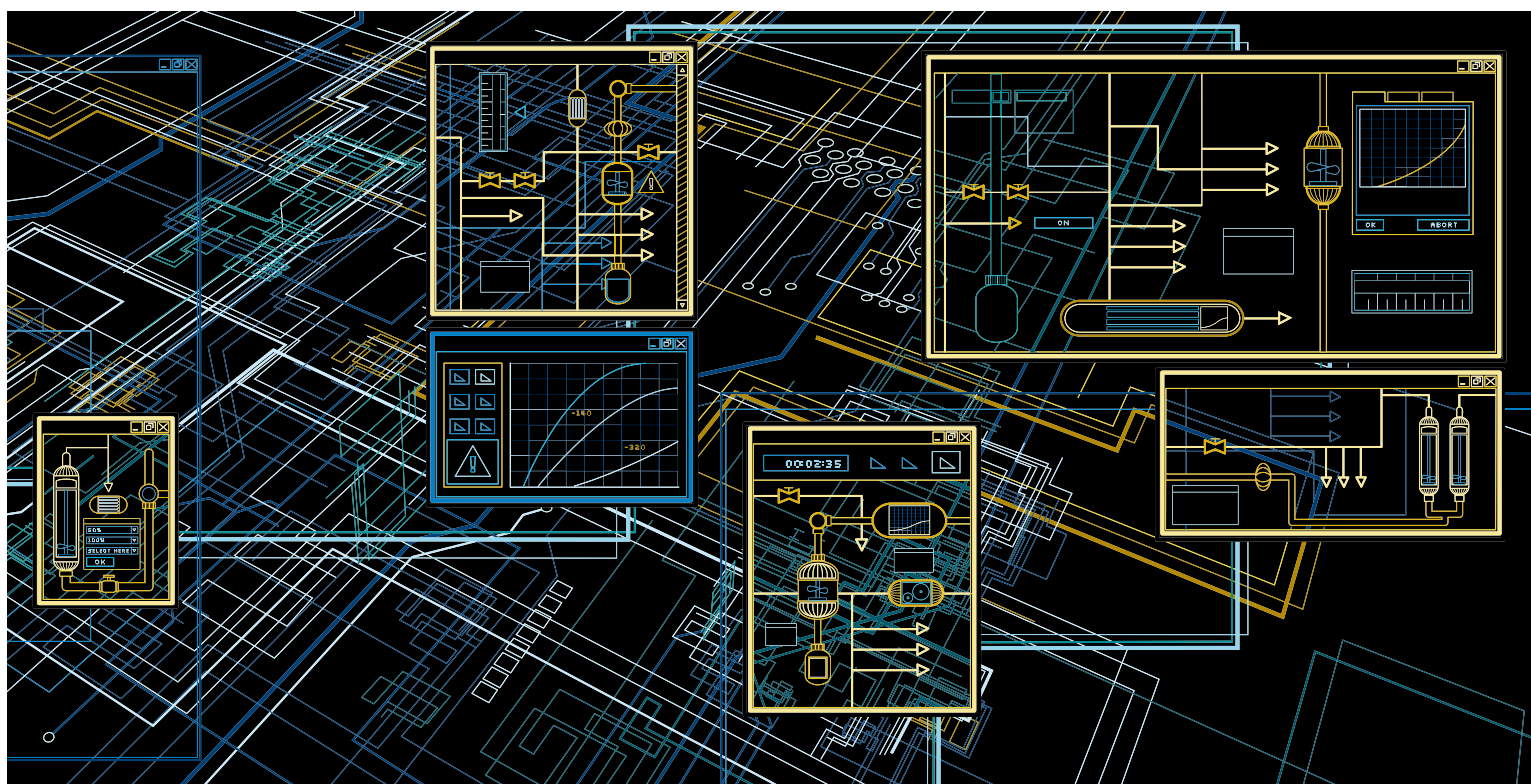


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A quarterly publication  
from ABB Service

# What's new from ABB Service



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ABB's Pre-owned Parts program saves you money, earns you money (with parts buy-back), and wins award.

03

We don't like to think that a disaster will affect us personally. But if it should, ABB's server back-up service enables fast system restoration.

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U.S. Corrugated  
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success

Power and productivity  
for a better world™

**ABB**

## What's New

### Service management web seminar

In one hour on June 21, you can learn how ServicePro 3.0 can help you to improve the efficiency of your ABB control systems and equipment.

The webinar begins at 11 a.m. (EST).

Vince Williamson, ServicePro product manager, will be the featured speaker, and will host a 20-minute, live, question-and-answer period.

To register for this webinar, please visit <http://goo.gl/Axlql>

### Special savings offers

#### Buy-one/get-one-half-off (BOGOHO) on parts repairs

Offer available for ABB Process Automation parts, through June 30. Exclusions and conditions apply. Call 1 800 HELP 365, option 2, option 2, or email [PartServices@us.abb.com](mailto:PartServices@us.abb.com)

#### ABB University discount on 3Q courses

Buy 2 weeks, get one week 50% off, July through Sept. 2011. To register, call 1 800 HELP 365, option 2, option 4 or email [ABBUniversity@us.abb.com](mailto:ABBUniversity@us.abb.com)

### Contact ABB Service

For all your service needs, call your service account manager, or for immediate assistance use the contact information below:

#### Phone

**1-800-HELP-365**

#### Email

##### Field Service:

[USServiceRequest@us.abb.com](mailto:USServiceRequest@us.abb.com)

##### Parts and Repair:

[PartServices@us.abb.com](mailto:PartServices@us.abb.com)

##### Technical Support:

[AutomationSupportLine@us.abb.com](mailto:AutomationSupportLine@us.abb.com)

##### ABB University:

[ABBUniversity@us.abb.com](mailto:ABBUniversity@us.abb.com)

# We care what you think

## ABB just concluded a phenomenal Automation & Power World.

If you attended, you saw the ABB Service tagline "We do the exceptional every day."

But we can't take all the credit.

Our customers help us to be extraordinary by continually offering suggestions for new services and ways that we can improve existing services.

By the way, the services featured in our booth at Automation & Power World including ServicePro, ServicePort, and our list of optimization services all began with customer requests and suggestions.

Thank you for telling us how to be better service providers.

Everyone on our service team is focused on listening and responding.

## Automation & Power World drawing winners

ABB Process Automation Services invited ABB customers at the Automation & Power World 2011 trade show to learn

about featured services and participate in drawings for significant savings on services and an iPad.

#### The winners are:

##### Dwight Peay: \$50,000 in Parts Repairs

Dwight is the manager of process control for International Paper's Riegelwood Mill, Riegelwood, North Carolina.

##### Chuck Willcox: Loop Performance

##### Fingerprint + 1 week of implementation services

Chuck is senior engineer at the BASF protective resins and coatings facility, Greenville, Ohio.

##### James McCarter: Apple iPad2

James is maintenance coordinator for Holcim Inc., Hagerstown, Maryland.

Congratulations to the winners. Stop by at APW2012, April 23-26, next year in Houston for more chances to speak with our service managers. Thank you to all who stopped by our booth to say hello.

If you missed ABB's Automation & Power World 2011 in April, you still can see us on our ABB Service YouTube channel. Each video is about 2 minutes long. Watch and subscribe at:

[www.youtube.com/user/ABBService](http://www.youtube.com/user/ABBService)

## Pre-Owned Parts program recognized for innovation

When we launched our Pre-owned Parts (PoP) program, we had no idea of the impact it would have.

This program has been enthusiastically received by both customers and the ABB Service organization. The PoP program was recognized with a bronze Service Innovation award, presented to the parts team at the APW2011 event.

Continues on page 4.



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# Prep for disaster recovery with Server Back-up Service

Confidence in ourselves leads us to think that a disaster won't ever affect us. But we have to think realistically.



ABB's control system Server Back-up Service takes the worries off your shoulders.

This service enables the rapid restoration of system servers and client systems after a disaster or computer failure.

"This service fills a huge need for every process manufacturer and utility. An in-place system backup process minimizes required downtime in case of a failure. Without one, reestablishing a system is costly and time consuming," noted David Macy, US ABB Service Technical Advisor Manager. "Once programmed, complete backups occur automatically. Current backups provide substantial savings, when a system must be restored."

The control system Server Back-up Service is a fully domain integrated system

server imaging solution that enables rapid restoration of critical system servers and clients. It ensures reliable server backups are readily available to restore system operation with an exact disk image of the ABB software application and operating system.

The provided bootable CD enables immediate restoration of critical servers and clients. This also allows for complete system restoration to original server/client hardware; different system hardware; or newer models of hardware quickly and easily, usually in less than an hour.

Backups include operating system, databases, and all applications for every server and workstation included in the control system.

The service is available for all ABB process control systems, quality control

systems, and third party Microsoft Windows-based systems. It includes a site survey, recommendations for backup procedure, and implementation strategy, as well as planning, custom workstation configuration, scheduling, delivery, and restoration training.

The service meets 2009 North America Electric Reliability Corporation (NERC) compliance requirements to maintain and test, regularly scheduled server backups.

To request additional information, please visit <http://goo.gl/t5cZP>

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## U.S. Corrugated partners with ABB for success

U.S. Corrugated established one of the most productive and environmentally friendly containerboard mills in the world with the help of ABB. In *Partnering Up for Success*, Paper360° wrote about the Cowpens, S.C., plant and U.S. Corrugated's relationship with ABB.

To read the complete article, go to <http://goo.gl/pmERL>.

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## Plan your control system evolution with a free report

- **Need to increase the return on your investment in automation equipment?**
- **Want to extend the life of your existing control system?**
- **Concerned about the availability of aging components?**

ABB Process Automation Services can help you to plan ahead for upgrades and replacement of system components with a free control system evolution report.

ABB's industry leading strategy of evolution without obsolescence helps you to plan the future of your existing ABB Symphony Harmony/INFI 90, MOD 300, Advant with

MOD 300, Advant Master, Symphony DCI System Six, or 800xA control system.

If you would like to obtain a free evolution report or update your existing report, please visit <http://goo.gl/t5cZP> and an ABB evolution engineer will contact you.

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## Evolution tactics for the fittest

Control magazine wrote about Arkema's evolution of industrial controls, and how it saves money and expands production. In *Pictures for Polymers*, Control magazine pointed out that skepticism at Arkema's Calvert City, Ky., industrial chemical manufacturing facility turned to evangelism for ABB's theory of control evolution after the results came in.

To read the complete article, go to <http://goo.gl/cGxl0>.



# ServicePro 3.0 update

## 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 is a service management system that encompasses five integrated modules to provide proactive maintenance management, parts management, optimization management, reporting management and contract management for ABB control systems. It improves system and process availability, reduces maintenance costs and extends the life of automation systems.

This service delivers comprehensive and efficient maintenance for predictable automation upkeep.

ServicePro 3.0 offers better budgeting, tighter resource management and higher visibility to decide which operations are most effective through its Contract Management module.

Higher equipment and process availability, more production and improved quality as service are delivered proactively through the Maintenance Management module.



Register for our 1-hour, free ServicePro 3.0 webinar at 11 a.m. (EST) June 21 at <http://goo.gl/Axlql>

Lower costs as parts are ordered on longer lead times, and higher productivity as equipment does not wait for parts arrival with the Parts Management module.

Continuous production, maximized system performance, optimized process performance and better operation with the Optimization Management module.

Documented contract compliance, measured service effectiveness, and assured system and process performance with the Report Management module.

ServicePro 3.0 is built on a series of libraries that catalog – and constantly

update – world-class, best practices for maintenance practices. These libraries get input from more than 600 sites around the world, to give customers the latest best practices at their sites.

In addition, the service management system's modules monitor and maintain part inventories, provide standard and specialized reports quickly.

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 to include entire facilities and manufacturing operations to give customers greater visibility into automation lifecycle and maintenance costs.

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.

To request additional information, please visit <http://goo.gl/t5cZP>

## Pre-Owned Parts recognized for innovation

*Continued from page 2.*

With our Pre-owned Parts (PoP) program, we buy-back qualified ABB parts that you no longer need.

“Our customers depend on us to be creative in our approach to helping them solve their service problems. Innovation is at the core of what we do” said Veli-Matti Reinikkala, division manager for ABB Process Automation.

The PoP program was launched in 2010 to help customers by providing:

- A lower-priced parts option from ABB
- An opportunity for customers to sell unneeded parts back to ABB

ABB PoP parts are backed by our complete OEM inventory, including repair, refurbished or new parts options, assuring that your complete parts order is satisfied.

ABB PoP parts originate from only trusted sources, are free of potentially hazardous contaminants, are cleaned and tested by ABB certified parts centers, and carry a full one year warranty.

### Today PoP parts are available for the following product families:

- Advant OCS with Master Software
- Advant OCS with MOD 300 Software
- Symphony Harmony/INFI 90
- AccuRay including 1180, MP280 and 1190
- DCI System Six
- MOD 300
- QCS
- Others as available

Contact us today for specific part availability and for additional information.

### To order parts:

PoP parts are available through all ABB standard parts ordering processes. PoP part numbers are the same as standard part numbers, and include a “P” prefix.

### To request a parts buy-back quote:

If you would like a quote for parts that you no longer need, please visit <http://goo.gl/t5cZP>