

03|12

Process Automation Service

What's new from ABB Service



Featured this issue:

Remote Enabled Service

New Business Manager, Jennifer Love

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Enter drawing to win a Remote Control System Fingerprint

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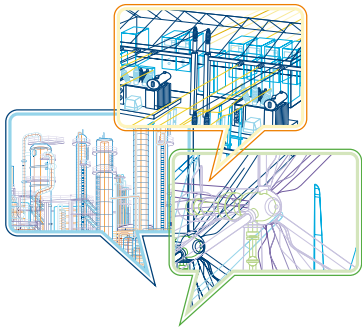
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Rev02

Power and productivity
for a better world™



What's New



Connect. Learn. Succeed.
Automation & Power World

Automation & Power World 2012

April 23-26 - Houston

Held at the George R. Brown Convention Center, in Houston Texas, features more than 130,000 sq. ft. of exhibits and presentation theaters where you can meet and network with hundreds of technical experts and technology partners. Attend more than 300 hours of workshops, customer case studies, hands-on training, and panel discussions.

For more information and to register, go to: www.abb.com/a&pworld

ABB University in-center course schedule

ABB University's course schedule now available. Courseware and learning paths for engineering, programming, maintenance, and operations personnel delivers comprehensive expertise for ABB products, processes and technologies. Complete schedule including eleven new and revised courses: www.abb.com/abbuniversity

Automation Sentinel Update

New features for subscribers include system benchmark reports and analyses, e-learning and web tech talks, expert workshops, evolution programs for non-ABB control systems. Visit our booth at APW 2012 to learn more.

Hello from Rick Dolezal, ABB Service



Rick Dolezal
US Process Business Development

There is increasing activity surrounding our Remote Enabled Services. We have

hired a new business manager who is doing a great job managing this growing service area.

Read more about RES and other Service items in this edition.

I hope to see you at the upcoming APW 2012.

Please contact me anytime.

Rick Dolezal,
US Process Automation Service Business Development
Email: rick.a.dolezal@us.abb.com
Tel: 440 585 2844

New Business Manager

Remote Enabled Service

Join us in welcoming **Jennifer Love**, Business Development Manager for Remote Enabled Service (RES). She brings thirteen years of industry experience in project, program and operations management as well as application engineering and sales consulting.



Jennifer Love
Business Development Manager, Remote Enabled Service

Contact her with your questions, comments, and feedback: jennifer.love@us.abb.com

Win a Remote Harmony or 800xA Fingerprint diagnostic service

To promote our remote enabled service offerings, we are conducting a *free drawing* for a Fingerprint diagnostic service, which will be held following Automation & Power World 2012.

Two control system fingerprint services will be awarded: a Harmony Fingerprint and 800xA Fingerprint. Each will be delivered completely via remote connectivity.



◀ To enter, scan this code with your mobile device, or go to:
<http://goo.gl/TmzRj>

Remote Enabled Service Q&A

What, how, and why?

Technology allows a wide range of services to be offered remotely.

What is remote service?

Remote services are services offered by ABB utilizing a secure remote connection. The resources using the connection are: customer service employees, field engineers, subject matter experts, project engineers, and customers themselves. Remote Services are the same as any service that is delivered via a secure connection. By utilizing secure remote connectivity, ABB is able to maximize the use of field resources and provide support faster and more efficiently.

How it is used?

Remote Services utilize both automated data gathering and the technical expertise of our field service engineers. Field service engineer expertise is still used to analyze collected data; without the need to travel to the site.

Why do you need it?

Remote-enabled services supply access to the correct ABB support resources 24/7. When problems arise, our field engineering team can quickly connect to a customer site for collaborative troubleshooting during working hours, or at 2:00 AM.

How do we provide a Remote Access Link connection?

Two connectivity options are available. Both provide fast access to global subject matter experts, and allow engineers to quickly access information to troubleshoot problems:

- **RAP: Remote Access Platform** enables a secure connection to the site, configured to meet all IT and regulatory security requirements, and provides quick system access. It also allows routine data gathering, which supports additional advanced service offerings.
- **VPN: Customer provided Virtual Private Network** functions well for reactive troubleshooting, however is not suitable to provide proactive support.

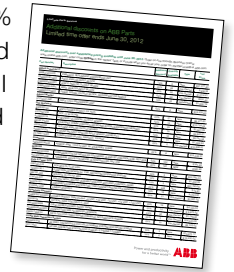
Special offers

Parts discount offer

Through June 30, 2012

Up-to additional 25% over established pricing on Control System, QCS and ULMA inventory - supplies are limited.

Use promotional code "Q2Sale" to take advantage of this offer. Quantities are limited to on-hand inventory. To see complete list of eligible parts and ordering instruction visit <http://goo.gl/TObwe>



Symphony Plus offer

Through April 30, 2012

For Automation Sentinel subscribers only

Upgrade to Symphony Plus NIS21/NPM22 modules for \$12,844 per kit (60% off the list price). Kit includes: 2 – INNIS21 Modules, 2 – INNPM22 Modules and 1 each PMKHRMBRC3000A, PMKHRMBRC3000B cables.

Product testing shows the new NIS21/NPM22 provides twice the performance and four times the capacity of its predecessors, and provides a level of communications performance not previously available in Harmony systems.

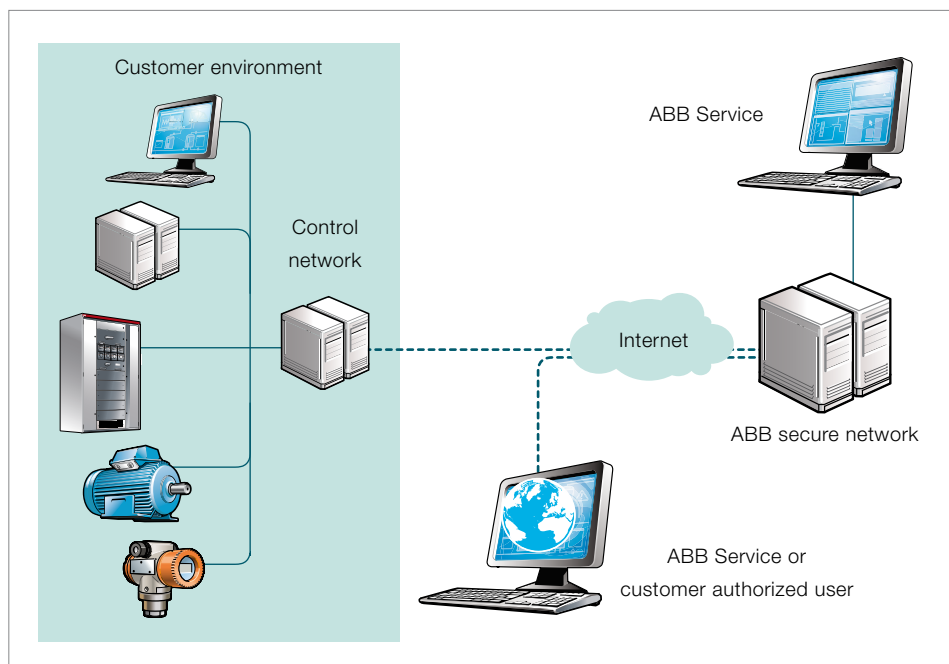
Additionally, BRC410 controllers may be purchased for \$11,000 each (50% off list) with this offer.

For additional information or to place an order, contact your Service Account Manager.

Special Training Offer

All ABB registrations received for in-center **25% off** training at Automation & Power World will be 25% off list price. Your company representative at the event can sign up multiple students for multiple courses. All registrations must be received at the event. Courses must be completed by 12/31/2012. Register at the training desk.

To register for Automation & Power World, visit www.abb.com/a&pworld



Field Service Cadet program total: 86

More new faces will soon be added to ABB Field Service team as our Cadet Program continues in 2012. Since the program launch in 2008, we have on-boarded 74 new field engineers, with 12 new recruits currently enrolled.

"The success of this program is due to the caliber of the degreed engineers and experienced military personnel that are recruited for this program. We feel the need to accelerate the program as we face business growth opportunities in Service," noted James Crowl, VP Parts, Repair and Support Services.

The Cadet program actively seeks candidates. For additional information or to apply, send an email to donald.westfall@us.abb.com

The Business Forum at Automation & Power World

The Business Forum at Automation & Power World provides a unique glimpse into mega-trends, technologies and solutions. Join industry experts, economists and other business professionals to delve into a variety of topics:

Monday, April 23, 2012

- Megatrends impacting businesses today and in the future
- Technology and innovation partnerships: Opportunities and experience from oil and gas
- Risk mitigation using simulation in the automation of the Dow/SCG Thailand HPPO plant project

Tuesday, April 24, 2012

- Clean coal and carbon capture: A report from the world's first integrated plant
- What's next for the global economy?
- Executive insomnia: What keeps corporate America up at night
- Town Hall with ABB Executives
- Driving sustainability from confusion to infusion

Wednesday, April 25, 2012

- Developing energy efficiency projects using energy performance contracting
- Igniting employees' passion for service
- How social networks transform customer relationships for industrial companies
- Playing with a full deck: Emotional intelligence in the workplace
- Threat escalation, complexity, and compliance: Managing a three-ring circus to improve performance

Thursday, April 26, 2012

- Supply chain innovations: Is 100 percent on time delivery too much to ask?
- Large, complex projects stage a comeback: Innovations in project management
- Safety and reliability

For more information and to register, go to: www.abb.com/a&pworld

Contact ABB Service

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

Telephone

1 800 HELP 365

(1 800 4357 365)

Telephone menu options:

- 1 Robotics
- 2 Process Control, Network Management Systems
- 3 Instrumentation, Process Analytics
- 4 Drives, Motors
- 5 Quality Control Systems (QCS)
- 6 Low Voltage Products and Systems
- 7 Power Products
- 8 Substation Automation
- 9 Power Generation and Water Utilities
- 0 ABB Help Desk: General Assistance

Email

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

Help Desk:

ABB.HelpDesk@us.abb.com

Service Sales

NAService_info@us.abb.com

Service websites

General Services:

www.abb.us/service

Parts and Repair:

<http://online.abb.com>

Product Support:

<http://SolutionsBank.abb.com>

ABB University:

www.abb.us/abbuniversity