

06|12

Process Automation Service

What's new from ABB Service



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Control system evolution

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What's New

Request a free, updated System Evolution Report

An ABB evolution engineer will contact you: <http://goo.gl/FJLt6>

Watch educational videos



Visit our YouTube channel for *Guidelines for evolving your industrial control system* and other educational videos.

>> www.youtube.com/user/ABBService

Presentations from Automation & Power World 2012

Download customer-led evolution workshop presentations from Automation & Power World... and a few by the ABB evolution team. Read more: <http://goo.gl/wOhEt>

Join SolutionsBank system forums

Ask questions, address issues, solve problems – includes 4 Control System forums: 800xA, INFI 90, Harmony and Advant (Automation Sentinel Subscription required). <http://goo.gl/KAh98>

Secure your system investment



Rick Dolezal
US Process Business Development

ABB's evolution methodology is just one way we can help to extend the useful life of your system.

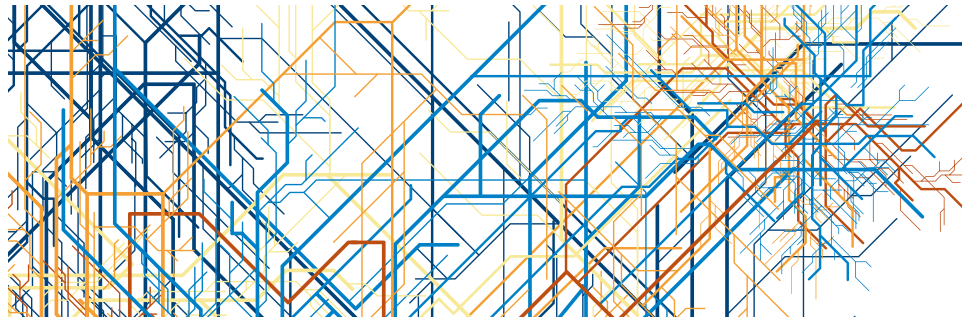
We can help you identify upgrade opportunities with the greatest ROI and suggest an evolution path that will increase the efficiency and the productivity of your plant.

If you need an evolution report, or your existing report updated, please contact me anytime.

We're also asking our system users to tell us what system modernization and obsolescence challenges they are facing. We'll cover these issues in an upcoming webinar.

Use the link below (see *What System modernization challenges do you face?*) to let us know your challenges.

Rick Dolezal,
US Process Automation Service Business Development
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Tel: 440 585 2844



System Modernization Challenges

Planning and executing an existing control system upgrade can be a daunting task. Changes must be limited to specific areas, risk alleviated, and hardware/software investments protected. Modernization challenges such as uninterrupted production, upgrade without jeopardizing production, maintenance budget funding, and protection of intellectual assets such as the control logic,

graphics, and reports, must be considered. ABB system upgrades help you address these challenges.

Scan to request a free evolution report, or update an existing report for your ABB system, or visit: <http://goo.gl/qFs8y>



What system modernization challenges do you face?

Submit your challenges to be addressed during our next open forum with ABB evolution experts (date to be announced).

Submit your system challenges today, and we'll notify you of the date and time: <http://goo.gl/K7cGw>

Three ways to maximize control system lifecycle

Join the 20% of process owners who have taken a strategic approach to system lifecycle



A process control system can provide continually higher levels of performance throughout its life. Yet only about 20% of process owners take a strategic lifecycle approach. Rather than degrading over time, the system can be managed in a way that vastly extends longevity and continually increases performance.

Scan to download the free whitepaper *Three ways to maximize the process automation lifecycle*, or visit: <http://goo.gl/I0i75>



Top 10 ways to justify an automation system upgrade

Download "Top 10 ways to justify an automation system upgrade":
<http://goo.gl/xhcus>

To help provide system users with ways to justify upgrades to existing automation systems, Kent Morrissey, ABB Process Automation Service Sales Manager, prepared a talk at Automation & Power World 2012.

Lifecycle status is often a factor; and there are ways to view and present this information to highlight its value. It is important to consider not only the value, risk, or production impact, but also how this information is presented to corporate decision makers.

Finally, justification needs to consider not only the cost/benefit of implementation but also the cost of doing nothing.

Use the link above to download this informative presentation.

Symphony and Symphony Plus spare parts announcement

Harmony rack form-factor modules have been updated to the new Symphony Plus (S+) branding. This includes white faceplates

In-stock quantities of gray faceplate Symphony Harmony modules are available.

Harmony rack form-factor modules have been updated to the new Symphony Plus (S+) branding. This includes white faceplates. Updated modules are direct plug-in replacements for the corresponding gray faceplate Symphony Harmony modules. The pricing and functionality of the new S+ modules is equivalent to the gray faceplate counterparts.

In-stock quantities of gray faceplate Symphony Harmony modules are available

If you have a preference for gray faceplate modules, order spares now. The inventory of Symphony Harmony gray faceplate modules is available at current pricing. After inventory depletion, customers will have the option of special ordering gray faceplate modules from the factory, including longer lead times and higher pricing, or accepting delivery of the new Symphony Plus equivalent modules with white faceplates.

Affected part numbers

For affected part numbers and additional information download sales announcement and affected part numbers document: <http://goo.gl/MY8u9>

To place an order

Contact ABB Parts & Repair Services by phone at 1-800-HELP-365 (800 4357 365), option 2; by email at partservices@us.abb.com; or order through Business Online at <http://online.abb.com>

How Arkema Inc's refrigerant, polymer, and hydrochloric acid plant upgraded Harmony DCS to 800xA

Arkema's upgrade removed system limits, upgraded processes, simplified networking, and expanded production. In this informative

article, appropriate for all industries, read about their latest upgrade going to from Harmony DCS to System 800xA.

Read more in this article from Control Magazine: <http://goo.gl/NLDSP>

Suppliers, users share responsibility for successful control-system migrations

ARC Advisory Group estimates that \$65 billion of obsolete technology is still presently in use today, and much of it can be found in hydrocarbon processing plants. While many

older systems are still performing well beyond the original life expectancy, this can introduce appreciable risk for owner-operators.

Read more in this article from Hydrocarbon Processing: <http://goo.gl/l5JO4>

Evolve your Honeywell, Emerson, Siemens or Invensys System to 800xA

ABB evolves third party automation systems utilizing System 800xA functionality, with the same well-conceived, step-by-step evolution strategy used for ABB systems?

Interested in evolving to System 800xA?

Contact Steve Hawkins at:

steve.hawkins@us.abb.com

Examples include:

- Honeywell TDC2000, TDC3000, and Experion
- Emerson Fisher Provox and DeltaV
- Siemens Teleperm and WinCC/PCS7
- Invensys Foxboro IA

ABB's step-by-step evolution provides the flexibility to limit changes to specific areas where they will create the most gain and Return on Investment (ROI); providing a low-risk, incremental strategy that adds value. Read more: <http://goo.gl/6OUiJ>

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