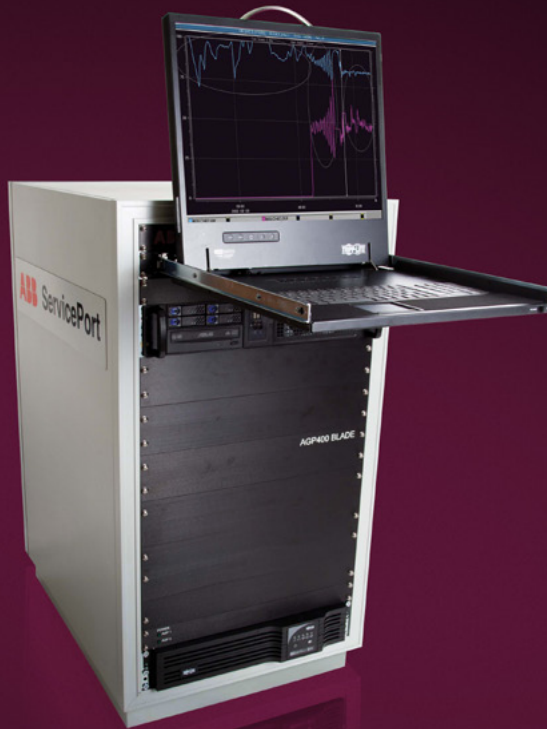


07|13

Process Automation
Lifecycle Services

What's new from ABB Service



Featured this issue

ServicePort: the fastest way
to troubleshoot and improve
system performance

Inside

- 02 The next generation of
automation service
- 04 Improving process performance
with Advanced Optimization
software tools



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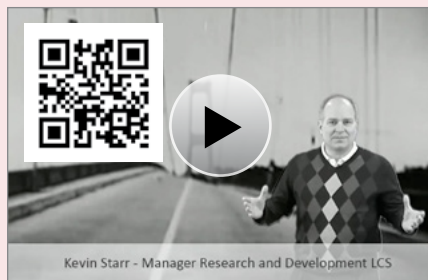
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Videos

Loop performance services powered by ServicePort

To watch the video below Scan the code or visit <http://bit.ly/16EH7nz>



Visit the ABB Service channel on YouTube (youtube.com/user/abb-service), to watch the videos below:

Loop optimization



Improving energy efficiency in boilers and cogen units



Free white paper

Nearly every process presents opportunities for improvements. The white paper **Three steps to improving your process** explains the steps to measurable and impressive results. To download, scan the code above, or visit: <http://bit.ly/12GSs4a>



Have you heard about ServicePort?

ServicePort identifies potential issues – before they affect your process

If you haven't already heard about ServicePort, please read on.

The hardware and software that make ServicePort unique are the result of over 26 years of development. Together, they offer the lowest cost solution to optimize and sustain processes and equipment.

ServicePort resides at your facility to collect, prioritize and categorize specified data. System reports are available on-demand to provide system health information. In the event that a predefined parameter is breached, ServicePort will alert you and direct your attention exactly where it is needed.

Remote connectivity is available if additional support is required, to allow

troubleshooting and data analysis by support experts.

Please contact us if you would like additional information or a demo. We can work with you to add ServicePort to your service contract agreement.

North America Customer Service

Tel: 1 800 HELP 365, option 0

Outside USA/Canada: +1 440 585 7804

E-mail: NAService_info@us.abb.com

The next generation of automation service is here

Advances in process automation make it possible to do much more in less time. ABB Advanced Services and ServicePort assist you by providing technology to support your work so you can also focus on other priorities.

Hindsight is 20/20

"In the old days, when I was called to a site," noted Kevin Starr, Director of Services R&D, "it was to fix a problem. Had we been there prior to an incident, we would have identified the issue and fixed the problem before it occurred. The data always leaves a trail. When you can follow the trail, you can catch and fix problems before they occur."

"Our packaged advanced optimization software services capture data proactively and identify and prevent problems."

Benefits of a great deal of field experience

It has taken 26 years to develop these services and the solution that prevents results erosion between service visits. We now have an on-site system that enables system health diagnostics on-demand, 24/7. ServicePort.

What ServicePort does

ServicePort stores collected system information in a central location, analyzes it, sorts it out, identifies issues, and delivers system health information on-demand 24/7.

It has multiple connection points for several equipment and system options. This allows customers to quickly look at the performance of key aspects of their control system, and know where they need to concentrate.

Access to ABB process and system experts

ServicePort is remote-enabled to allow experts from all over the world to collaborate remotely when requested. "I was recently working with experts in three countries to solve one customer's problem; this is the depth of experience customers get from ABB," noted Starr.

"Peace of mind comes from knowing that problems will be identified before they happen."

The development of ServicePort

By Kevin Starr,
Research & Development Manager, ABB Process
Automation Lifecycle Services

We package services into three categories: diagnose, implement, and sustain

We started performing consulting work related to our industrial automation systems in the 90s. The diagnostic phase is comprised of defined service offerings (Fingerprints). These help us diagnose issues and offer solutions very quickly. Fingerprints benchmark the system and then identify areas that need attention. We collect data, perform tests, and determine a performance measure. A findings report is developed that includes improvement recommendations, performance KPIs and ROI. Agreed upon improvements are executed and performance is improved.

The goal became: how do we sustain these positive results?

Changes were made and performance improved. How do we sustain these results? Industrial processes have a tendency to degrade in performance quickly when left to their own devices. Results erosion becomes an issue.

With travel costs increasing and customers asking for a means to self-evaluate performance on a regular basis, we needed a service infrastructure that could segment by equipment type, automatically collect appropriate information, schedule analysis for KPI determination, store the results in a logical order, provide a standard and intuitive user interface, and provide a rules engine to drive improved notification.

The solution is ServicePort

We now offer a perpetual and centrally located “sustaining solution” that enables site assets to be on a continuous improvement cycle.

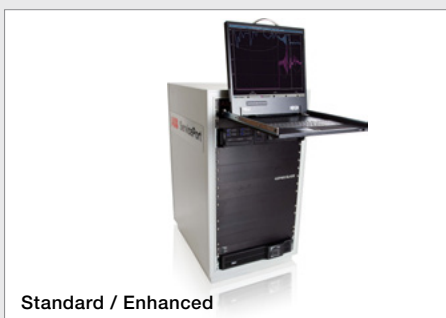
As we began to learn how to diagnose and improve asset performance, we realized that as the improvements occur, process sectioning, criticality of performance gaps, and setting quality thresholds evolve and change. In order to sustain improvements and continue the improvement process, intervention is needed to manage the changing requirements.

ServicePort, packaged with a service contract, provides the way to manage changes and assure continuous improvement.

ServicePort is an industrial version of a home cable box, with three channel classifications for specific equipment, processes,

and industries. All channels work together, which allows ABB to configure service strategies that align with customer needs.

ServicePort is a diagnostic service platform that performs regular assessments on key assets and provides information daily to customers. It also helps to troubleshoot problems, ensuring the fastest resolution possible.



ServicePort configurations:

- **Standard:** Hardware and software are included in a self-contained unit. It includes a 64-bit server, uninterruptible power source (UPS), keyboard, monitor, mouse, and multiple connection points for multiple assets and interfaces.
- **Enhanced:** Includes Standard hardware and software (as above) plus an additional 32-bit server required for specific applications.
- **Mobile:** Compact hardware footprint, includes monitor, keyboard, mouse, and 64-bit server. It monitors one process, equipment, or industry channel.
- **Mini:** Same configuration as Mobile, without monitor, keyboard, and mouse.
- **Rack server:** Rack version of Standard configuration, without monitor, keyboard, and mouse.

You've purchased an ABB system; now let us provide the best support

Software: ABB Advanced Optimization tools

ServicePort includes a portfolio of patented ABB Advanced Optimization software tools for system, process, and equipment health monitoring.

The software directs specific data collection and management functions. It compiles, sorts, and prioritizes data into a central database, then categorizes identified issues by type, severity and ROI. When an issue is detected, notifications are sent immediately to alert designated personnel.

To learn more about Advanced Services and ServicePort from ABB, contact your Service Account Manager.

ABB Advanced Services support your staff by providing the knowledge to keep processes running at optimal performance levels, these include:

- Process Loop Optimization*
- Paper Machine Optimization*
- Harmony System Optimization*
- 800xA System Optimization*
- QCS Performance Optimization*
- Hoist Optimization*
- Cyber Security Monitoring*
- Batch Process Optimization*
- Boiler Optimization
- Power Quality and Grounding Audit
- Control System Backup
- Parts Optimization
- Advanced Process Control APC
- Alarm Management Optimization

*Available with ServicePort

Promotions

Unlimited ABB University training for one low price: Training Passport

Do your employees need refresher training or new skills development? Take advantage of ABB University Training Passport. Receive 12 months of unlimited in-center training* for only \$7,700 per employee. Watch the savings add up.

*Applies only to in-center, ABB University US training classes. Other discounts or agreements cannot be combined. The Training Passport is not available for courses related to Robotics, TotalFlow, SCADA, Standard Drives, Ventyx, Turbines or classes delivered outside of the USA.

Weeks of Training	List Price (USD)	Training Passport (USD)	Savings
3	\$9,420	\$7,700	18%
4	\$12,560	\$7,700	39%
5	\$15,700	\$7,700	51%

Enrollment information

Call: 1 800 HELP 365, option 2, option 4

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Sign up today. My Control System provides one on-line location for tracking system license information, configurations and contacts; accessing documentation, software, patches and updates; viewing training videos and safety reports; receiving alerts; and much, much more. For access, visit <http://bit.ly/14LqgjJ>

Save 10% on Bailey/Harmony parts repair and testing services

Now through August 31, 2013 receive 10% off Harmony parts Repair and Testing services. Offer can be combined with other discounts you may already receive. More information: <http://bit.ly/109A1cF>, or email PartServices@us.abb.com

Contact ABB Customer Service

For your service needs, call your Service Account Manager, or for immediate assistance, see information below:

Telephone

1 800 HELP 365

(1 800 4357 365)

Select from menu options below:

- 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

Service Contact Center:

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Technical Support:

AutomationSupportLine@us.abb.com

Service Sales:

NAservice_info@us.abb.com

Field Service:

USServiceRequest@us.abb.com

Parts and Repair:

PartServices@us.abb.com

ABB University:

ABBUniversity@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