



Rick Dolezal | ABB Users Group, Anchorage | Feb. 24-25, 2016

What's keeping you up at night? Trends and issues facing industry today

What were the top items last year?

1. Cost Pressures
2. Aging equipment
3. Improving productivity
4. Aging workforce



“What keeps you up at night?”

ABB Automation & Power World - recent survey

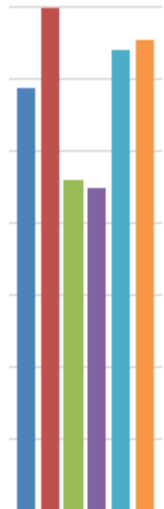
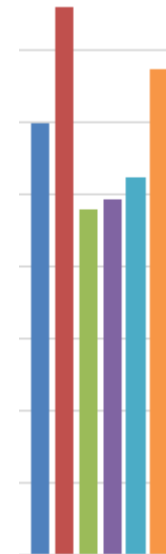


What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years

- Aging Infrastructure
 - Cost Pressures
 - Improving Productivity
 - Reducing unplanned downtime
-
- 2014 was the year of the new system
 - Highlighted cost pressures
 - New systems improved productivity and increased uptime



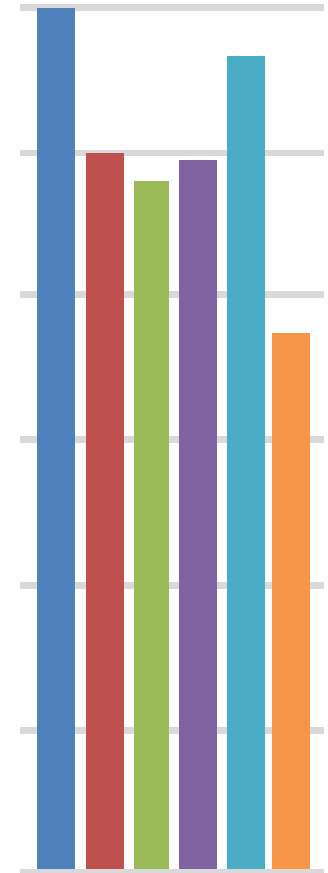
What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years



- Employee Safety



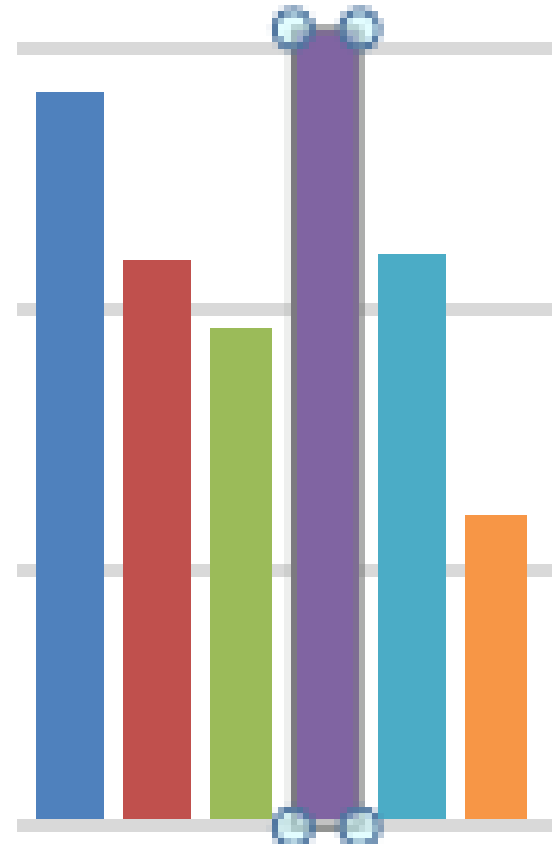
What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years



- Security (Cyber)

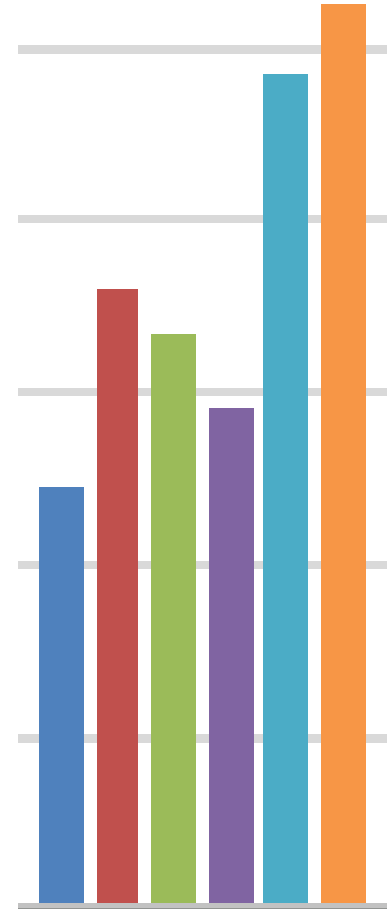


What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years

- Increasing sales



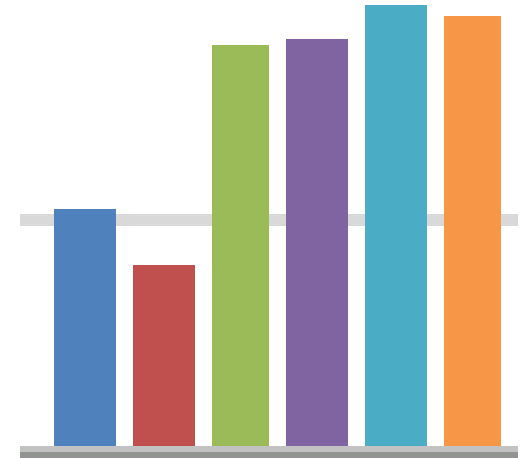
What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years



- Environmental impact of operations



What keeps you up at night?

ABB Automation & Power World Survey

Trends – last six years



- Aging workforce



Attracting and retaining Millennials

- Jump!
- Comments from Millennials
- Explain the reason/value/purpose to us
- We can do more!
- If it isn't broke.....They think Baby Boomers don't like change. Millennials are saying "why not improve it if you can?"
- They think Baby Boomers don't want to listen, because that means Baby Boomers have to change.
- Millennials are frustrated that Baby Boomers don't use technology to its capacity. i.e. Yellow legal notepads. Smart boards
- Millennials are early adopters, they learn faster, then they have ideas, then they feel limited by Baby Boomers, Quarter life crisis
- Listen and learn from Millennials, take a risk, challenge Millennials, put them in positions of authority early, support them, if you are a Baby Boomer, your future is in their hands!



Why we have this meeting

1. Networking
2. Meet ABB folks
3. Understand your issues
4. Your input - What IS working?
5. Your input - What IS NOT working
6. Let you know things we are doing to serve you better
7. Show you our plans for future product developments
8. We enjoy hanging with you

We're glad you're here!

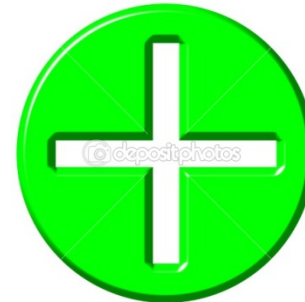
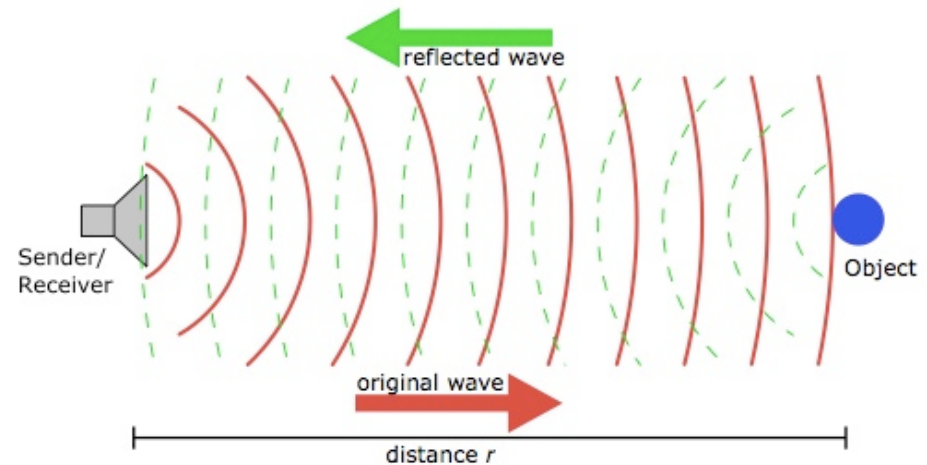


Ground rules for today's meeting

- Be candid
- Specific details help
- Positives are appreciated
- We will not defend



Your words will echo inside our walls long after you leave



We are very proud of our team who serves you!
“They do the exceptional, every day”



Changes you are responsible for

12

1. Marketing statement – Experts who know your process
2. Licensing structure for HPG – 24 hour turn around
3. Improved proposal turn around time
4. Fast budgetary proposals
5. Search algorithm for Solutions Bank
6. Solutions Bank forums monitored
7. Service Manager training
8. Real time web page for “contract hours used”
9. Recent hires learning legacy systems
10. Solutions Bank Notifications improvements
11. Solutions Bank Chat
12. Track technical support cases on-line



Thank-you!

- Your input is driving changes
- Your patience is appreciated
- May have to tell us twice
- May have to tell us twice
- Specifics help
- Thank-you for making us both better!

Power and productivity
for a better world™

