



INDUSTRIAL AUTOMATION

ABB Cement Care

Service agreements built with care



ABB Cement Care

The global standardized service agreement framework that helps our customers



Cut complexity

Less time wasted. Fewer hassles. Simplified service interaction.
Services performed safely and efficiently with one point of contact from the start through the duration of the contract.

Control cost

More predictability. Fewer surprises. Consistent service delivery.
Structured approach with fixed annual pricing, so customers have a consistent experience every time.

Maximize capital

ABB equipment. Your equipment. Customized service alignment.
Issues detected early enough to take action, and improvements implemented that avoid problems and sustain gains.

1. We start with your assets so we're on the same page

Drawing from our installation database, ensuring revision levels and performing a health check if desired

Analytics	Control Systems	Conveyor Systems
Drives and Motors	Electrical Equipment	Expert Optimizer
Instrumentation	Knowledge Manager	Robots

2. We work with you to understand your needs

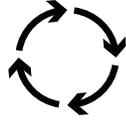
If you need	Timely local and remote support?	Added asset and process support?	Improved and updated skills?	New features and functions?	Parts and repair availability?
	High asset utilization?	Lower production costs?	Longer asset lifecycle?	Higher production?	High asset and process reliability?
Then you should consider	Rapid response to issues.	Services supporting maintenance.	Training for plant personnel.	Equipment lifecycle support.	Equipment repair support.
	Optimized equipment and processes.	Reduced variable production expenses.	Increased return on investment.	Maximized asset and process availability.	Predictable asset and process performance.

3. Together, we determine the care package that meets your needs

Starting with a LifeCycle Assessment, if desired



**Rapid
Response**



**Lifecycle
Management**



**Performance
Improvement**



Cement plant in Saudi Arabia

Needed guaranteed response time for corrective maintenance, access to technical support and remote troubleshooting.

**We met that need with
Rapid Response**

Guaranteed fast and flexible service response to maximize equipment availability.

**Customer Benefit:
Higher availability**

Equipment covered:

- ABB 800xA Control System
- ABB Drives

Services include:

- 24/7 Technical Support
- Automation Sentinel subscription
- Remote Troubleshooting



Cement plant in Egypt

Needed resident expertise, preventive maintenance and better trained personnel.

**We met that need with
Lifecycle Management**

Provided powerful tools and our knowledge base to optimize and extend equipment life.

**Customer Benefit:
Better asset performance**

Equipment covered:

- ABB 800xA Control System

Services include:

- Automation Sentinel subscription
- 24/7 Technical Support
- Training



Cement plant in India

Needed preventive maintenance, system health diagnosis, process parameter tuning and patch management

**We met that need with
Performance Improvement**

Increased productivity through usability and efficiency optimization of equipment and processes.

**Customer Benefit:
More quality production**

Equipment covered:

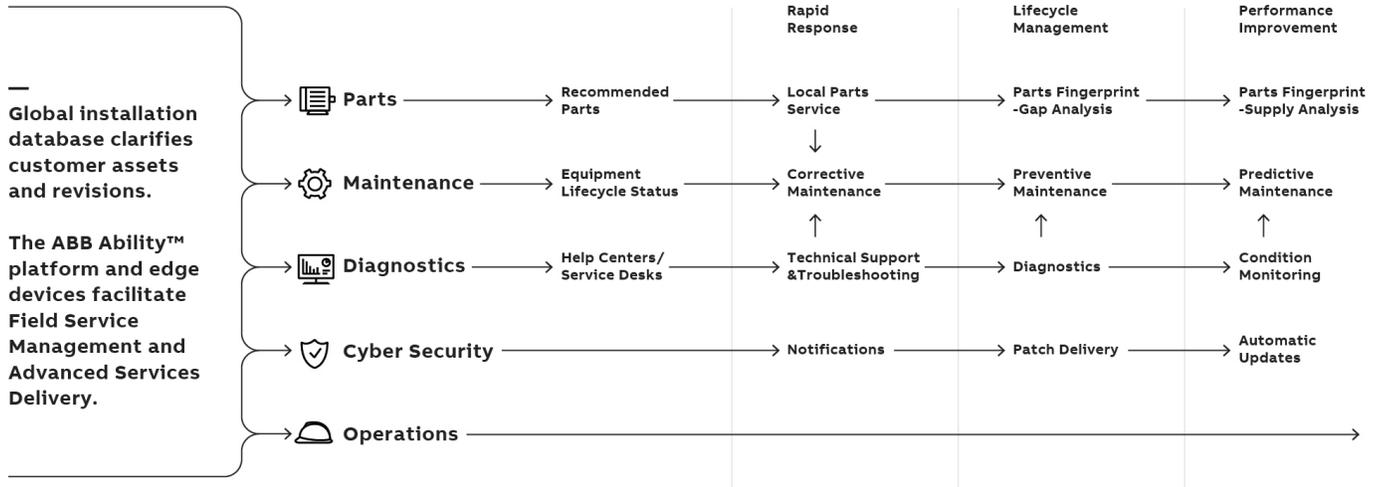
- ABB Expert Optimizer

Services include:

- 24/7 Technical Support
- Full Application Support
- On-site Tuning Services
- Remote Services

4. We apply expert people, processes and tools to perform services

From engaging with ABB’s Collaborative Operations Network to using Field Service Maintenance Management software



5. Let’s get started

Choose the options that optimize your agreement.

	Rapid Response	Lifecycle Management	Performance Improvement
Contract Management	x	x	x
Equipment Lifecycle Status	x	x	x
Recommended Parts	x	x	x
Help Center / Service Desk	x	x	x
Technical Support	x	x	x
Remote Troubleshooting	o	o	o
Corrective Maintenance	x	x	x
Part Ordering	x	x	x
Inspections & Diagnostics		x	x
Life Cycle Assessments		x	x
Preventive Maintenance		x	x
Parts Fingerprint - Gap Analysis		x	x
Equipment & Process Performance			x
Asset Optimization			x
Condition Monitoring			x
Predictive Maintenance			x
Parts Fingerprint - Supply Analysis			x
Training	o	o	o
Engineering & Consulting	o	o	o
Resident Engineer	o	o	o
Remote Insights	o	o	o

ABB Inc.
 Industrial Automation Service
 579 Executive Campus Drive | Westerville, OH 43082-8870
 Phone: +1 614 818 6300 | E-Mail: automation.service@us.abb.com