



ABB OY DISTRIBUTION SOLUTIONS SERVICE

ABB Ability™ Backup Management for electrical systems - Data Care

Data-sharing and backup service for protection relays

1MRS757945



ABB Ability™ Backup Management for electrical systems – Data Care

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Introduction

Introduction

Business case (1/3)

Customer segments for medium-voltage (MV) and low-voltage (LV) switchgear

- Nuclear
- Marine
- Oil, gas and chemicals
- Food and beverage
- Utilities
- Mining and infrastructure

Industrial Internet of Things (IIoT)

- Growing number of electronic devices, such as gateways and sensors, installed in the switchgear

MV protection relays

- Over 1,500,000 ABB protection relays of different ages installed in utilities and industries worldwide



Introduction

Business case (2/3)

- The diminishing knowledge of older protection relays and versions together with the complexity of modern protection relays are increasing the criticality of maintaining documents, such as configuration and setting files, disturbance recordings, drawings, wiring diagrams and technical solutions.
- Smooth relay operation requires current, relevant and reliable information to be easily available 24/7 at all user levels.



Introduction

Business case (3/3)

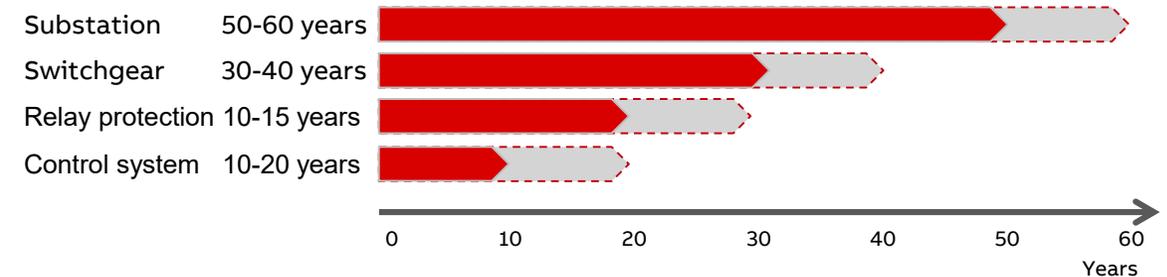
Documentation and other information required to operate and maintain the equipment (other than product/component manuals) are usually delivered in printed format and on DVD.

- Relay configuration and engineering tools
- Electrical schematic drawings and technical documentation
- Firmware and software updates, for instance, security patches

Disadvantages of existing approach

- Important data and product knowledge restricted to individual users
- CDs, DVDs, external hard disks and printed documents at risk of being misplaced, lost or subject to possible damage
- Limited data-sharing
- Demanding updates and scalability

Estimated lifetime of assets in the distribution network



Introduction

ABB Power Care – the framework for customer support agreements

ABB Power Care	Entry level	Level 1	Level 2	Level3
Skills development services	Product training list	Product training	Application training	Coaching services
Emergency maintenance services	Single point of contact	Technical support with agreed response time	Call-out support with agreed response time	Spare parts assessment and management
Diagnosis and condition assessment services	Documentation of installed base and preliminary survey	Asset condition and risk assessment	Asset monitoring	Remote asset monitoring
Self-maintenance services	Installed base life cycle status report	Manuals and instructions on-line	On-line support for self-maintenance	Data Care
Delivered maintenance services	Periodic technical assessment	Protection and control engineering services	Switching apparatus engineering services	Full switchgear engineering services

Data Care is one of Power Care's most advanced services.



Service description

Service description

Data Care – cloud-based approach to device data backup (1/2)

- Secures technical information on protection and control relays, as well as any other related documentation, throughout their entire life cycle
- Integrated into Protection and Control Manager PCM600, the setting and configuration tool for Relion® protection relays
 - When connecting to a protection relay, the latest configuration (hardware and software) is stored and automatically uploaded to the cloud.
- Configuration version management
- Storing of process information, such as disturbance recordings, for in-depth analysis
- Remote support and expertise easily accessible
- Firmware updates available for download

ABB Data Care

Data sharing and back-up service for protection relays.

Login

Data Care
Welcome to ABB Ability™ Backup Management for electrical systems
[▶ Sign In](#)
[▶ Register](#)

Firmware update
Get firmware updates by entering relay serial number.
Serial number
[Proceed](#)
[▶ Have multiple serial numbers?](#)

PowerCare
PowerCare is the best, most convenient and guaranteed way of ensuring electrification system availability and reliability. Users can choose services from the ABB support services portfolio based on their actual needs at the time of entering into a Customer Support Agreement.
[Read more](#)

Data Care
Did you know that valuable technical documentation of your protection relays can be stored and shared over the product life cycle and beyond from web based service 24/7?
Data Care is web based service that provides customer with structured storing space for the technical documentation such as relay configuration files, disturbance recordings, technical solutions, drawings and other documents.
[Read more](#)

Clonet®-Online Service
As registered user of the service, you get access to the relay protection database. You will find detailed information and 500 answered questions about relays and related life cycle services.
[Read more](#)

[⤴ Back to top](#)

[▶ ABB Ability™ Data Privacy Policy](#)
[▶ ABB Acceptable Use Policy](#)

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Service description

Data Care – cloud-based approach to device data backup (2/2)

- Easy access to service contract, substations, bays and information on protection relays with convenient graphical structure
- Easy management of substation information, such as adding and deleting of switchgear, bays, protection relays and e-mail notifications
- User-friendly relay management feature for easy searches, edits, and additions of protection relays and their related technical information files
- Individual access rights
- User accounts created, and user rights defined and granted by own administrator to employees and subcontractors
- Future-proof with possibility to add and edit information on retrofitted switchgear and protection relays, without any additional approvals or changes to the graphical structure

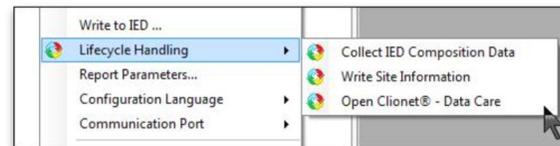
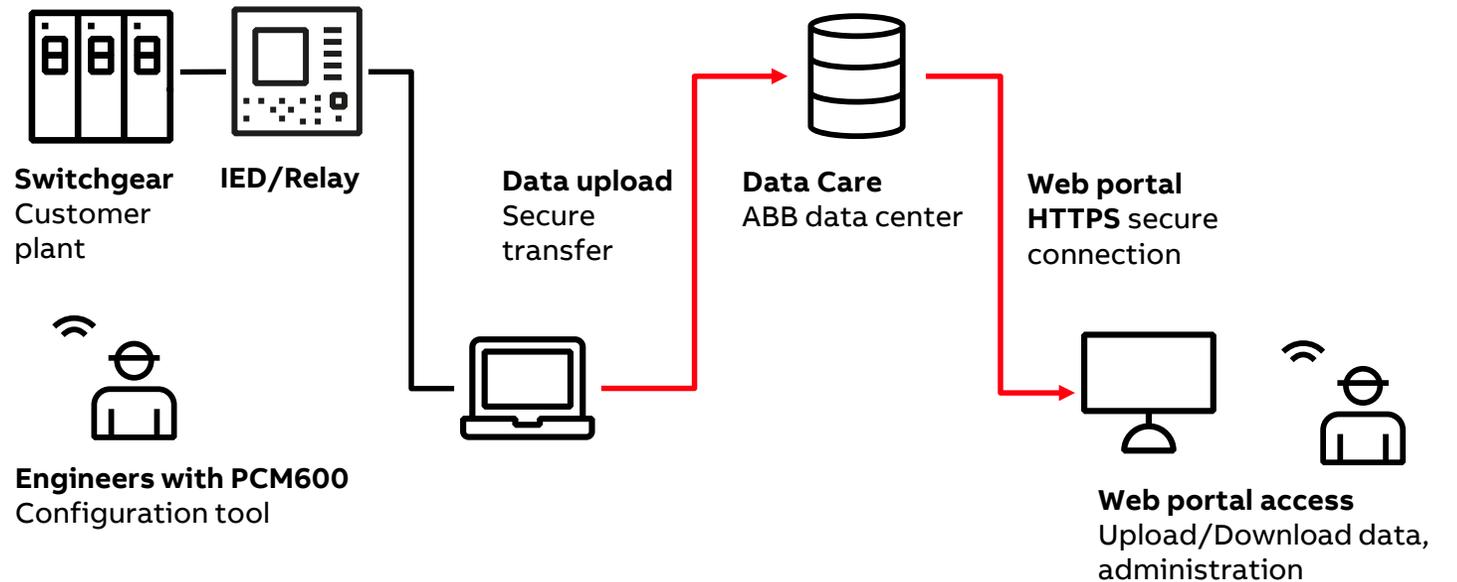


Service description

Use case

Relay data from existing relays

- Automatic transfer of configuration files for selected Relion relays via PCM600.
- Upload whenever an internet connection is available
- Manual upload possible if required
- Easy account, plant and device administration via the Data Care Web portal
- Free up- and download of data for authorized users
- Possibility to manually add protection relays and their related technical information files





Customer benefits

Customer benefits

Convenient and easy data-sharing and backup (1/2)

Easy access online to technical information on your protection relays – anywhere, anytime

- Efficient sharing of technical information among employees, subcontractors and service providers
- Individual user accounts and access rights at substation level
- All technical information on you protection relays conveniently stored in one place – throughout their entire life cycle

File management

- Automatic transfer of configuration files and disturbance recordings for selected ABB protection relays via PCM600 v. 2.5 or later (for relays registered via the ABB Life Cycle Service Tool in PCM600)
- Manual uploading and downloading of files (file size max. 100 MB)

No special skills required

Customer benefits

Convenient and easy data-sharing and backup (2/2)

Easy administration

- Only basic computer skills required to manage the graphical substation structure
- Company's own administrator maintains company account, creates user accounts and defines user rights

Added value

- User-defined email notifications for periodical testing and preventive maintenance
- Email notification template of your choice for other purposes
- Activity reports for your administrator

Easy administration and file management



User groups

User groups

Protection relay user groups

- Field crew
 - Installation and commissioning
 - Maintenance personnel
- Protection relay specialists and engineers
- Operators
- Subcontractors
- Service providers



User groups

User groups within ABB

- Life cycle services
- Field services
- Maintenance services
- Modernization services
- Consulting services
- Technical support

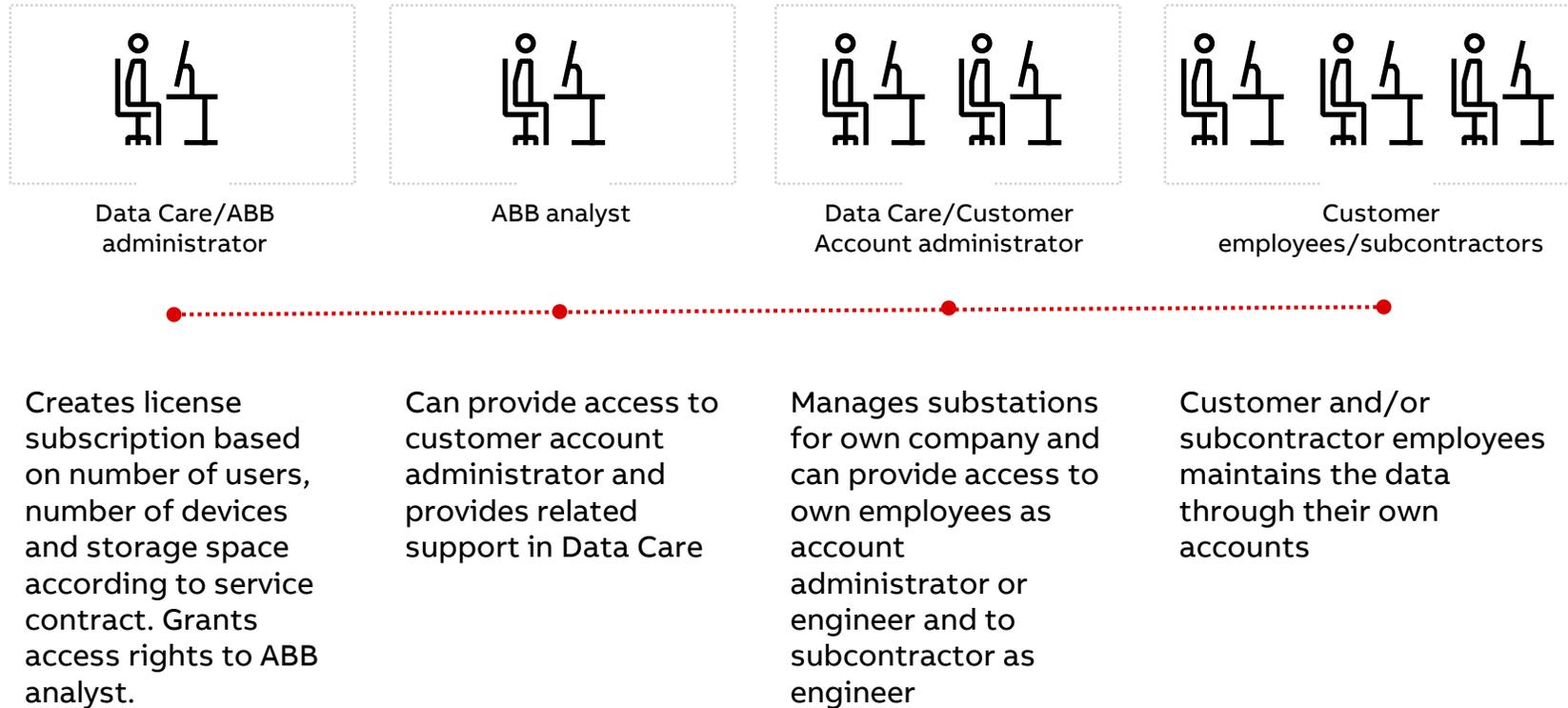




Service levels

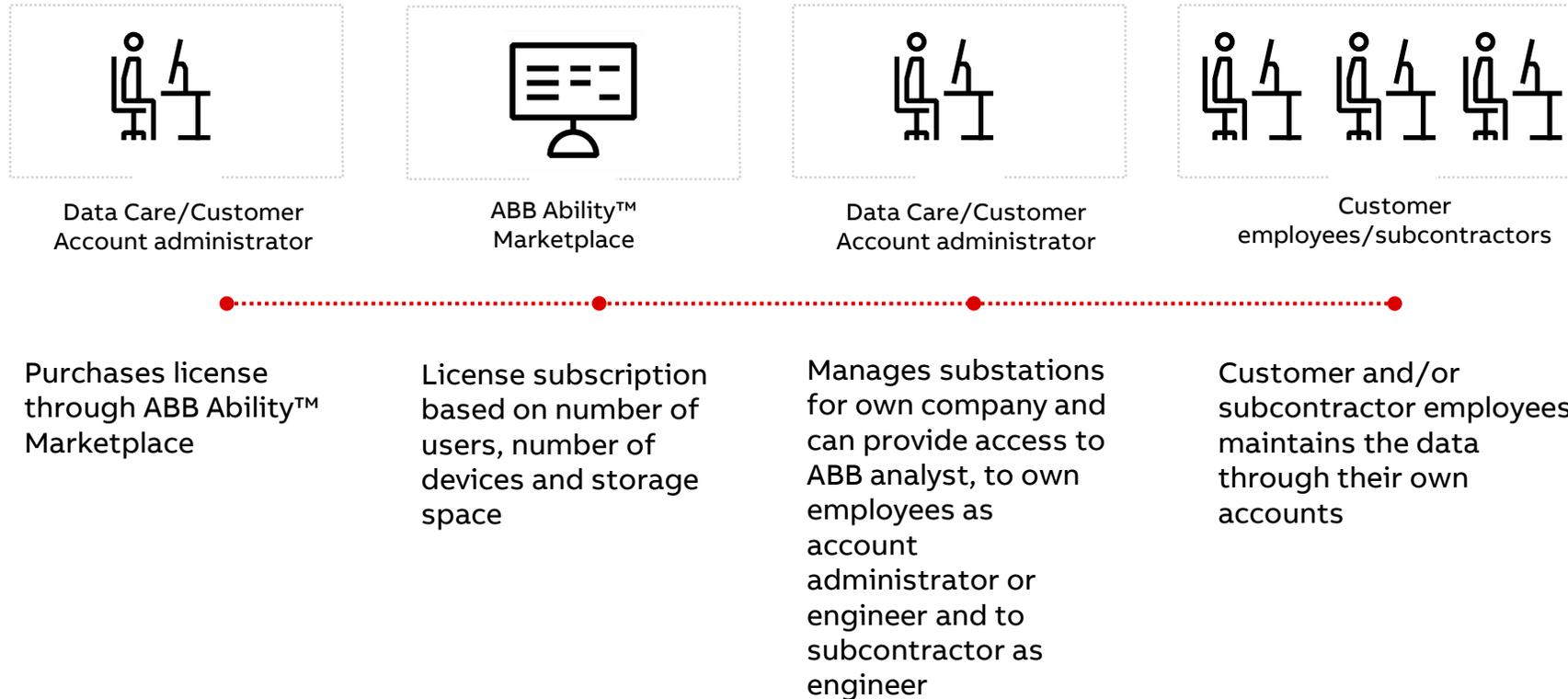
Service levels

Subscription process through ABB Power Care Customer Support Agreement



Service levels

Subscription process through ABB Ability™ Marketplace



Service levels

User access levels (1/2)

Account administrator (customer)

Main page

Company information

Account license information

Graphical structure

License subscriptions

User management

Company management

Substation management

My relays

Upload file

Service request

Activity report

Recycle bin

Engineer (customer/subcontractor)

Main page

Company information

Graphical structure

Substation management

My relays

Upload file

Service request

Recycle bin

Service levels

User access levels (2/2)

ABB analyst

Main page

Company information

Account license information

Graphical structure

License subscriptions

User management

Company management

Substation management

My relays

Upload file

Service levels

Ability™ Marketplace

Ability™ Marketplace: <https://eu.marketplace.ability.abb/home>

Ability™ Marketplace: <https://us.marketplace.ability.abb/home>

Data Care in Ability™ Marketplace

The screenshot shows the European Ability Marketplace interface. At the top, there is a navigation bar with the ABB logo, 'ABB.com', 'ABB Ability™', and 'Sign In | Register'. Below this, there are tabs for 'Featured Applications' and 'All Applications', and a search bar containing 'Data Care'. A filter sidebar on the left lists 'Attributes' (Featured Apps, Free, Discount Available, Free Trial Available, Bundle) and 'Solution Cluster' (Asset Health, Collaborative Operations, Condition Monitoring). The main content area displays 'Showing 60 results for "Data Care"'. A product card for 'Data Care' is highlighted, featuring a 'FREE TRIAL' badge, a 'Data-sharing and backup service' title, a price of '€99.00 /yr', and a 'View Profile' button. The description mentions 'Convenient and easy data-sharing and backup: ABB's advanced, Web-based data-sharing and backup service – Data Care – allows convenient sharing of technical information on protection and control relays, throughout their entire life cycle. Relay configuration files, disturbance recordings, technical solutions, single line diagrams and various rela... Learn More'.

The screenshot shows the US Ability Marketplace interface. It has a similar layout to the European version, with the ABB logo, 'ABB.com', 'ABB Ability™', and 'Sign In'. The search bar also contains 'Data Care'. The filter sidebar includes 'Attributes' (Featured Apps, Free, Free Trial Available) and 'Value Proposition' (Availability, Quality, CapEx, OpEx, Productivity, Safety). The main content area displays 'Showing 64 results for "Data Care"'. A product card for 'Data Care' is highlighted, featuring a 'FREE TRIAL' badge, a 'Data-sharing and backup service' title, a price of 'USD119.00 /yr', and a 'View Profile' button. The description is identical to the European version: 'Convenient and easy data-sharing and backup: ABB's advanced, Web-based data-sharing and backup service – Data Care – allows convenient sharing of technical information on protection and control relays, throughout their entire life cycle. Relay configuration files, disturbance recordings, technical solutions, single line diagrams and various rela... Learn More'.

This is a detailed view of the 'Data Care' product page. The header includes the ABB logo, 'ABB.com', 'ABB Ability™', and 'Sign In | Register'. Below the header, there are tabs for 'Featured Applications' and 'All Applications', and a search bar. The main content area features a large image of three people (two men and one woman) looking at a computer monitor. To the right of the image is a 'Start a Free Trial' button and the text 'or, Choose an edition to purchase'. Below the image, there are tabs for 'Overview', 'Features', 'Policies & Support', 'Resources', and 'Editions & Pricing'. The main heading is 'Data-sharing and backup anywhere, any-time online'. Below this is a paragraph of text: 'Convenient and easy data-sharing and backup: ABB's advanced, Web-based data-sharing and backup service – Data Care – allows convenient sharing of technical information on protection and control relays, throughout their entire life cycle. Relay configuration files, disturbance recordings, technical solutions, single line diagrams and various related documents are easily accessible online, securely stored in a structured storage space.' Below the text are two buttons: 'Take the Tour' and 'Watch Demo'. On the right side, there is a 'View Screenshots' link with '18' next to it. Below that, there is a 'DETAILS' section with links for 'Value Proposition OpEx', 'Ability Know more', 'Solution Cluster Back-up Management', and 'Customer Segment Data Centres'.

Service levels

Subscription-based pricing

Main subscription

Small	Medium	Large	Extra Large
€99.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 5 Users 20 Devices 2 Gigabytes	€499.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 10 Users 100 Devices 10 Gigabytes	€999.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 15 Users 500 Devices 50 Gigabytes	€1,999.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 30 Users 5000 Devices 500 Gigabytes
USD119.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 5 Users 20 Devices 2 Gigabytes	USD599.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 10 Users 100 Devices 10 Gigabytes	USD1,199.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 15 Users 500 Devices 50 Gigabytes	USD2,399.00 / year <small>1 YEAR CONTRACT</small> Try For 3 Months Included 30 Users 5000 Devices 500 Gigabytes

Add-on

Data Care Add-on Users €299.00 / year Buy Now Included 15 Users	Data Care Add-on Devices €1,599.00 / year Buy Now Included 5000 Devices 500 Gigabytes 5 Users
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Cyber security and backup process

Cyber security and backup process

Cyber security

Irregular and regular cyber security tests according to ABB's strict security policies, procedures and guidelines

- Protected by antivirus program
- Patched monthly if necessary patches have been published by software vendors
- Servers hardened according to hardening guidelines
- Monitored 24/7 by server vendors
- Continuous system vulnerability scans

Cyber security and backup process

Server backups and restore

- Server backups done on daily basis by service vendor
- Retention policy based on ABB's minimum security baseline
 - 12 months old data ready to be restored (variations may apply)
- Restore test every 6 months
- Disaster recovery test once a year (mostly based on SOX requirements)

Cyber security and backup process

Best business practice security methods

- Compliance with ABB's strict security policies, procedures and guidelines
 - Continuously reviewed and updated according to the global IS thread situation
- Personnel trained through mandatory global security awareness programs
- Only authorized personnel have physical access to the servers
- IS architecture reviewed and approved by certified IS security professionals

ABB