
INDUSTRIAL AUTOMATION

ABB Life Science Care

Service agreements built with care



ABB Life Science 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

Control Systems

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

1. Rapid Response



Pharmaceutical company in Ireland

needed to instantly view plant metrics and KPIs outside the control room based on real-time control system data and analyze historical data and events from their office PC.



We meet that need with **RAPID RESPONSE**

Guarantees fast and flexible service response to maximize equipment availability.

Customer Benefit: Access the process information remotely

Equipment covered: ABB Ability™ System 800xA, Smart client

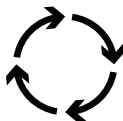
Services include: Service agreement, Secure remote access to process data from DCS

2. Lifecycle Management



Pharmaceutical company in Hungary

needed to achieve efficient operation of supply by constantly adapting to the current environment by regularly fine-tuning and improving the capacity of its production units, and installing the latest automation technology to support that.



We meet that need with **LIFECYCLE MANAGEMENT**

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

Customer Benefit: Optimized production

Equipment covered: ABB 800xA Control System

Services include: Service agreement, System upgrade and expansion

3. Performance Improvement



Pharmaceutical company in Ireland

Enhanced capabilities by upgrading their systems to latest technology and adding new functionality.



We meet that need with

PERFORMANCE IMPROVEMENT

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

Customer Benefit: Better asset performance

Equipment covered: ABB Ability™ System 800xA

Services include: Service agreement, upgrade of 800xA system

4. Operational Excellence



Pharmaceutical company in US

sought to automate and streamline many of the reliability-related activities at the site maintenance and reliability management.



We meet that need with **OPERATIONAL EXCELLENCE**

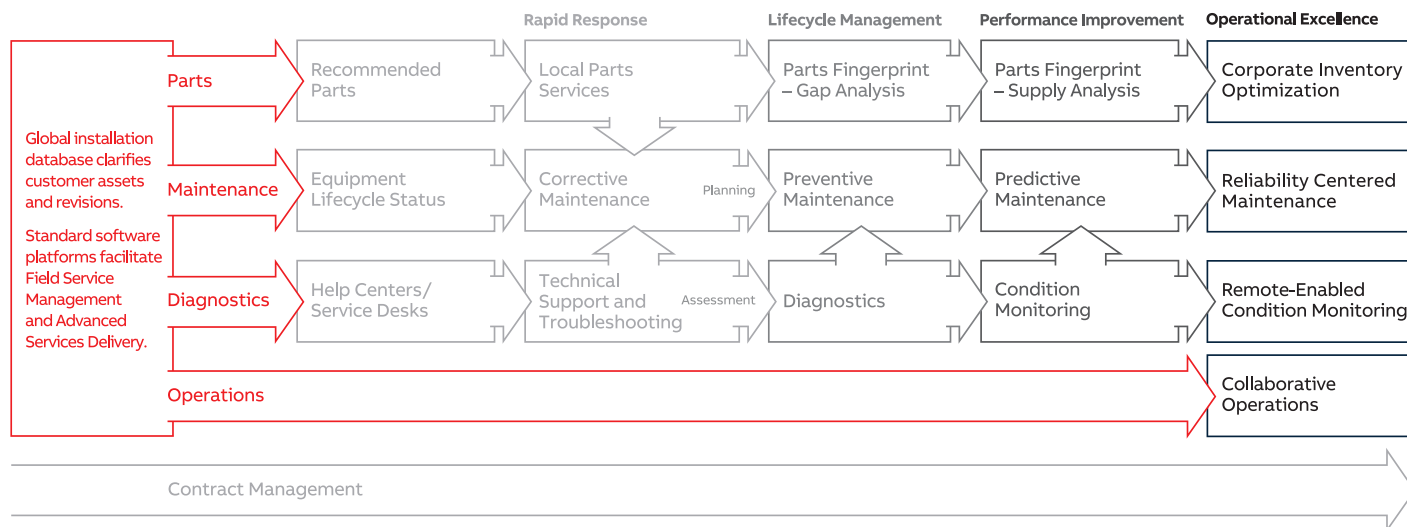
Collaboratively manages your assets, operations, and risk to deliver strategic business results.

Customer Benefit: Improved production, increased equipment reliability and reduced costs

Services include: Engineering and consulting

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.

Service	Entry Level Agreement	Pro Level Agreement
Contract Management Services	Prepaid Engineering Hours Installed Base Update ABB Service Desk Contract Manager myABB	Prepaid Engineering Hours Installed Base Update ABB Service Desk Contract Manager myABB
Rapid Response Services	Spare Parts Corrective Maintenance Mobilization to Site Technical Support	Remote Troubleshooting Training Spare Parts Corrective Maintenance Mobilization to Site Technical Support
Life Cycle Management Services	Life cycle Assessment Software Management Control System Fingerprint(*) Control System Benchmark	Spare Parts Management (*) Parts Fingerprint(*) Backup & Recovery Management(*) Engineering & Consulting(*) Preventive Maintenance ABB Ability™ Security for Control Systems Lifecycle Assessment Software Management Control System Monitoring(*) Control System Health Check(*) Control System Fingerprint Control System Benchmark
Performance Improvement Services		Loop Performance Monitoring Service (*) Loop Performance Fingerprint(*)

(*) Optional to the standard service package