INFORMATION

Product lifecycle management
ABB PLC

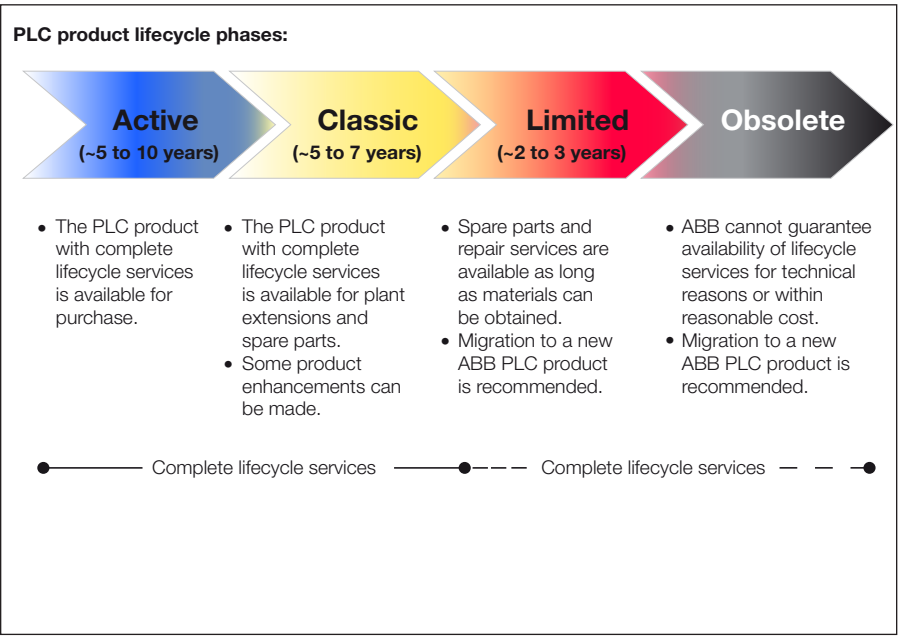

ABB has developed a product lifecycle management model aimed at providing service to maximize availability and performance.

Lifecycle management model

The PLC lifecycle management model provides not only optimum support to end-users but also a smooth transition to a new PLC product when the service life of the current product ends.

The model divides a product's lifecycle into four phases: active, classic, limited and obsolete.

Each phase has different implications for the end-user in terms of services and support provided.

Benefits of lifecycle management

PLC lifecycle management maximizes the value of the equipment and maintenance investments by:

- ensuring spare parts and competence availability within the lifecycle
- enabling efficient product support & maintenance for improved reliability
- adding functionality to the initial product by following the upgrade path
- providing smooth transition to new technology at the end of the lifecycle

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ABB is following a four-phase model for managing lifecycles of its PLC product for enhanced customer support and improved efficiency.

Active phase
The ‘active’ phase usually lasts for about five to ten years starting from the time the PLC product is launched. During this phase the end-user benefits from warranty options and other services such as training possibilities and technical support.
This phase ends when the volume production of a particular PLC product ends and ABB issues a ‘Last buy notice’ through its sales and service channels.

Classic phase
PLC users continue to benefit from complete PLC lifecycle services throughout the ‘classic’ phase. The classic phase typically lasts five to seven years. It is closely aligned with ABB’s research and development work to provide continuing support for the PLC product, while developing future generations. In this phase new hardware and software developments may be required, to provide the maintenance techniques and upgrades needed to guarantee, that the PLC product continues to operate at peak performance.

Even though PLC products are no longer marketed in this phase some units may still be purchased. Complete PLC and PLC modules for extensions, spare parts and software upgrades are still available.

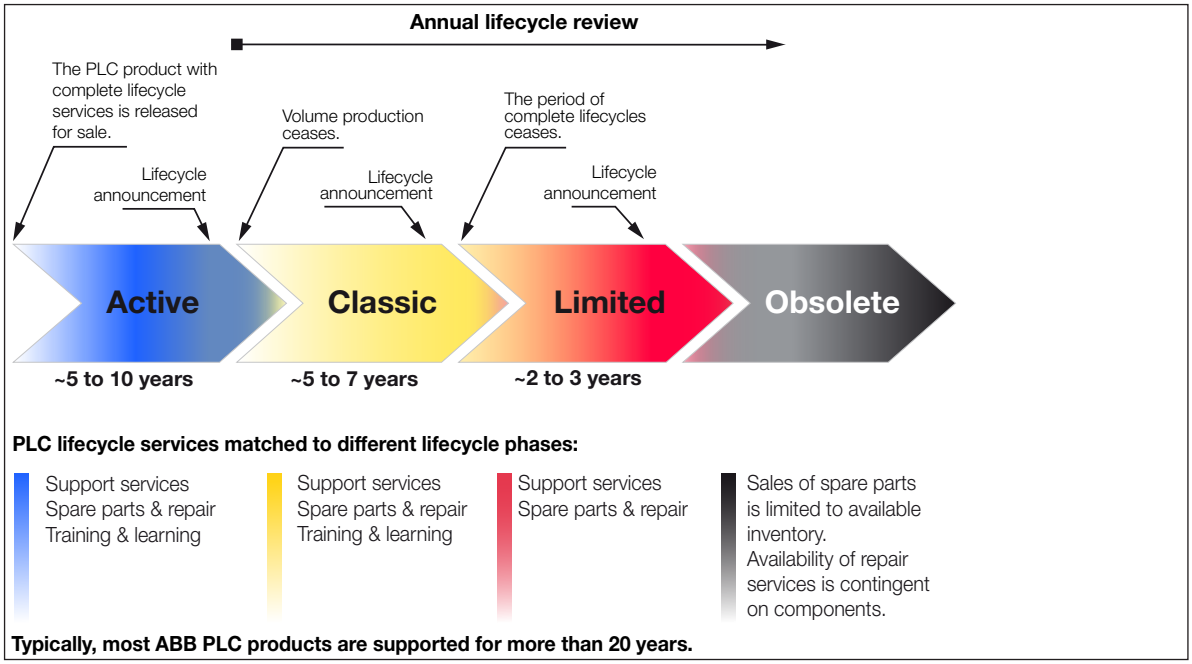
Throughout the classic phase ABB issues an annual update on the lifecycle plan of the PLC products so that end-users are kept fully informed.

Limited phase
In the ‘limited’ phase the product development has come to its end. Spare part services continue as long as components and materials are available, and in course of time the use of reconditioned parts could increase.
Towards the end of this phase, PLC models are becoming more and more obsolete. ABB issues a lifecycle statement alerting end-users of a product shifting into the ‘obsolete’ phase well in advance, to give end-users enough time to make final spare parts purchases or to transfer to new technology before product support ceases.

Obsolete phase
A product is transferred to the ‘obsolete’ phase when it is no longer possible to provide lifecycle services within reasonable cost, or when ABB can no longer support the product technically, or the old technology is no longer available. In practice this means the availability of support, spare parts & repair cannot be guaranteed, but usually spare parts and repair services are available as long as ABB does not run out of stock for spare parts or components can be obtained.

Typically, most ABB PLC products are supported for more than 20 years.

The PLC lifecycle management model ensures that end-users are always aware of support plans for their valuable assets.



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