

Technical support

Our expertise is your advantage



Our technical support services put you in direct contact with a team of robotics engineers who are experienced in both robotics and applications. An ABB expert can remotely analyze the current situation and determine what action should be taken, providing you with the support needed to keep your production running.

We have a global footprint of more than 1,600 robotics service experts across the globe taking care of your technical support needs.

To fully utilize the possibilities and advantages of our technical support, we offer several optional service modules to choose from. Those services are best combined in our Robotics Service Agreements.

Optional modules

Extended availability: Service agreement customers can extend the availability for even faster response times outside the regular office hours. The availability can be extended to up to 24 hours 7 days a week (variable options like e.g., 16 hours 6 days a week are available as well).

Remote Video Assistance: The remote ABB expert is connected via video to solve the issue faster. This will help you get your production to get back up running as soon as possible, save you waiting time, travel, onsite interventions costs and even for cases where an onsite intervention is unavoidable, we make sure the onsite intervention is optimally prepared by having our eyes on site with you.

ABB Connected Services: Connecting your robotics systems for up to 60% faster response time and issue recovery thanks to the full suite of digital services. This option provides advanced analytics for improved uptime and performance, while lowering lifetime costs.



Technical support overview

Included

Access to local and global experts

Availability during regular office working hours

Optional add-ons within a Service Agreement

Extended availability (8/16/24 hours 5/6/7 days a week)

Remote Video Assistance

ABB Connected Services

Summary

With a global network of experienced robotics service technicians, ABB can remotely analyze the situation and provide support to keep production running. We offer a support tracking system for easy case follow up, and we have access to the history of the installed base for the best support. Optional service modules are available, including extended

operational hours for technical support, remote support via video and access to Connected Services to enable the fastest and most efficient resolution. These services are best combined in the ABB's Robotics Service Agreements. The goal is to fully utilize the possibilities and advantages of our technical support to keep your production running smoothly.

