Service Partner Program

Partners in Support of YOUR Maintenance Program
ABB Global Service Support of YOUR Maintenance Program

While many of our customers rely on ABB Automation Services to maintain productive operation of their equipment on site, some choose to implement their own self-maintenance procedures. Regardless of the chosen maintenance program, ABB will act as your partner and support your service initiatives through our extensive global resources.

Our Service Partner Program assists ‘self-maintainers’ in developing and implementing a maintenance program comparable to the high quality support ABB delivers on site to its service customers. Our goal is to provide you with needed resources and training, enabling your maintenance organization to act as an extension of our global services team.

Subscribing to this self-maintenance program promotes the following benefits:

- Licensed use of SMART, ABB’s Statistical Maintenance Activity Reporting Tool, which assists in managing and reporting service engineer labor and inventory activities. You will immediately benefit from preventive and corrective maintenance procedures that have been proven to minimize downtime and increase operational efficiency.
- Expedited parts repair and replacement services
- Priority access to back-up technical support
- Service engineer certification
- Maintenance documentation to support your service of ABB equipment
- Ability to purchase spare parts and kits, technical support, and operator and maintenance training at significant savings over your current services investment

Statistical Maintenance Activity Reporting Tool (SMART)

Features/Benefits

Industry-Specific: Designed to meet the specific requirements of your industry

Easily Configurable: Most customers are up and running with the tool within one to two days

Simple to Use: Designed by maintenance engineers for maintenance engineers

Bottom-line Results

Maintenance Planning: Ensure proper maintenance procedures are employed for optimum uptime

Training Assessment: Statistically assess the skills and training needs of your maintenance staff for improved systems performance and increased life-span

Quality Records: Procedures that support your ISO needs

Systems Performance Reporting: Unbiased measurement of the effectiveness of your maintenance program

Labor Entry

- Enables quick and easy entry of the time invested on service activities, down to the task level
- Produces the data needed to make fully informed maintenance investment plans

Preventive Maintenance Scheduler

- Assists in scheduling personnel and maintenance tasks to keep you on track for planned shut-downs, thereby reducing unscheduled downtimes

Preventive Maintenance Summary Report

- Produces dozens of powerful preconfigured reports
- Helps you optimize the trade-off between investing in preventive and corrective maintenance

Service Summary Reports

- Produce and analyze corrective and preventive maintenance reports, parts usage/consumption reports, and labor and inventory reports
You can rely on ABB’s worldwide services organization to support your efforts in a proactive and responsive manner. Our global, yet local presence ensures our ability to deliver high quality, consistent support through on-site training, classroom courses, parts and logistics programs, customer support services and a maintenance performance assessment program.

**Training and Education**

SMART implementation training
Customizable on-site and classroom development programs

As a self-maintainer, you are undoubtedly aware of the standard ABB course offerings available on-site and at our Automation University Training Centers to support your development needs. A comprehensive, customized ABB training program will ensure your site personnel develop the basic skills necessary to employ the SMART Tool and implement the procedures defined in your maintenance program.

**On-Site Training**

- ABB field engineers will install, start-up and conduct training to site personnel on standard operating procedures relative to the SMART Tool. In addition, some ABB system maintenance courses may be conducted on-site.

**ABB Automation University**

- ABB offers corrective and preventive maintenance courses, enabling students to develop the expertise to effectively implement your self-maintenance program. Skilled implementation of procedures will result in reduced unexpected repairs and shut-downs and less off-quality production.

- Courses are available at various Automation University Training Center locations. A custom-tailored curriculum will enable students to select and schedule a development path unique to their individual needs and expertise.

**Parts and Logistics**

Correct parts delivery when and where you need them most
Internet/telephone parts ordering 24 x 365
 Expedited parts repair
 Advanced replacement parts exchange

Our variety of value-adding parts and logistics services aids you in maximizing uptime and reducing the costs and complexities of ensuring needed parts are always available.

**Telephone and On-Line Parts Ordering**

- Direct ordering via telephone to regional worldwide ABB call centers
- Internet-based parts information and ordering system available 24 hours per day, 365 days per year

**Parts Utilization Program**

- Ensures the predictability of a set program cost and lowers administrative costs

**Inventory Access Program**

- ABB-maintained inventory at your site lowers inventory carrying and obsolescence costs

**Refurbishment and Repair-Return Programs**

- Reduces maintenance costs through cost-effective utilization of factory repairs and factory-certified refurbished parts

---

“Since we’ve implemented the SMART tool, we’ve been able to reduce unexpected machine breakdowns and system uptime is greater than 99.3%.”

Alam Sujana  Electrical and Instrument Manager
Bukit Murya Jaya  Karawang, Indonesia

“ABB’s SMART has been helping us generate maintenance routines and schedules, record performance, monitor trends, and it acts as a data historian. These benefits have resulted in over 95% control utilization and minimal machine downtime.”

Frank Barker  Maintenance Manager
Malaysian Newsprint Industry  Mentakab, Malaysia

“SMART has been a tremendous asset to Newsprint South. We’ve been able to better schedule parts replacement before failure, extend equipment life, and reduce process variability before off-quality production occurs.”

Peter A. Pugh  Mill Manager
Newsprint South Inc.  Grenada, MS, U.S.A
Customer Support Services

- Increased system uptime through faster service response time, problem identification and resolution
- Reduced travel and labor expenses
- Immediate access to specialists for problem resolution
- Greater visibility of equipment performance
- Better sustainability of system performance

ABB has an extensive worldwide support structure in place to ensure immediate response to customer needs. Our value lies in providing the various types of support customers need to maintain and improve the productivity of their automation equipment.

ABB Interactive Web Site (www.abb.com/automation)
- Updated documentation and technical bulletins
- SolutionsBank enables quick identification and resolution of issues using knowledge gained from previous experiences
- Parts identification, pricing and ordering support
- Software downloads
- Education and training information

SupportLine Telephone Support
- Fast, reliable access to ABB’s extensive support network 24 hours per day, 365 days per year
- Support engineers committed to a timely problem resolution
- Problem escalation process to worldwide specialists and product developers when needed

On-Line Remote Monitoring
- Secure, remote systems access and problem resolution
- EventAlert notification

On-Site Support
- 24-hour call submittal to over 40 regional centers worldwide
- Local field engineers contribute extensive knowledge and experience, supported by ABB’s global systems, tools and specialists to provide service solutions

ABB Maintenance Performance Assessment Process

- ABB collection and analysis of various maintenance reports
- Thorough review of current procedures in place
- Recommendations for improving your maintenance program
- Additional ABB training to improve system availability

Through ABB’s Maintenance Performance Assessment service, ABB field engineers will collect and analyze system maintenance results reports. Then they will work with on-site personnel to modify or establish new maintenance procedures to improve system availability and productivity.

Report Collection and Analysis:
- Access service labor and availability reports
- Review checklists and procedures in place
- Review on-site preventive maintenance procedures
- Monitor system health and availability
- Analyze failure history and review Supportline cases
- Analyze labor efficiencies, parts usage and inventory
- Document process issues

Improvement Procedures:
- ABB field engineers will provide recommendations for maintenance program improvements following review of the on-site maintenance program
- Provide additional training to assist site personnel in maintaining consistency and improving the efficiency of their maintenance procedures
- Assist in migration planning to ensure system software and hardware release levels are maintained
- Identify areas where equipment configuration changes will improve system availability
- Make recommendations on parts and repair services to focus on lowering the total cost of ownership of automation assets