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INDUSTRIAL AUTOMATION

# ABB Food and Beverage Care

## Service agreements built with care



# ABB Food and Beverage 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

Drives & Motors

Electrical Systems

Process Instruments & Analyzers

Manufacturing Execution Systems

Robots

Conveyor Lines

Laboratory Instruments

Skid Mounted Machines

## 2. We work with you to understand your needs

<b>If you need</b>	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?
<b>Then you should consider</b>	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



#### Rapid Response



##### Sugar production plant in Northern Europe

wanted to preserve their most valuable asset: the expertise contained in the control engineering and operation procedures while increasing productivity and availability.

##### We meet that need with **RAPID RESPONSE**

Guarantees fast and flexible service response to maximize equipment availability.

##### Customer Benefit: **Higher availability**

**Equipment covered:** ABB Ability™ System 800xA, ERP connectivity + batch management

**Services include:** Step-wise upgrade of SattLine system to 800xA, Service agreement with on-site response from ABB



#### Lifecycle Management



##### Belle-Vue brewery in Belgium

needed to optimize production and keep its installations up-to-date with the latest technology.

##### 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 Sattline control system, ABB 800xA Control System

**Services include:** Automation Sentinel subscription, Project execution with tight deadline, Controller code conversion



#### Performance Improvement



##### Sugar refinery in Switzerland

Wanted to improve operator performance, increase production capacity and extend automation system life cycle with no downtime.

##### 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:** Upgrade of 800xA system with Service agreement and project executed with no downtime



#### Operational Excellence



##### CBN brewery in Bolivia

Needed to bring greater efficiencies to its brewery operations, increase capacity and quality, and protect the environment.

##### We meet that need with **OPERATIONAL EXCELLENCE**

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

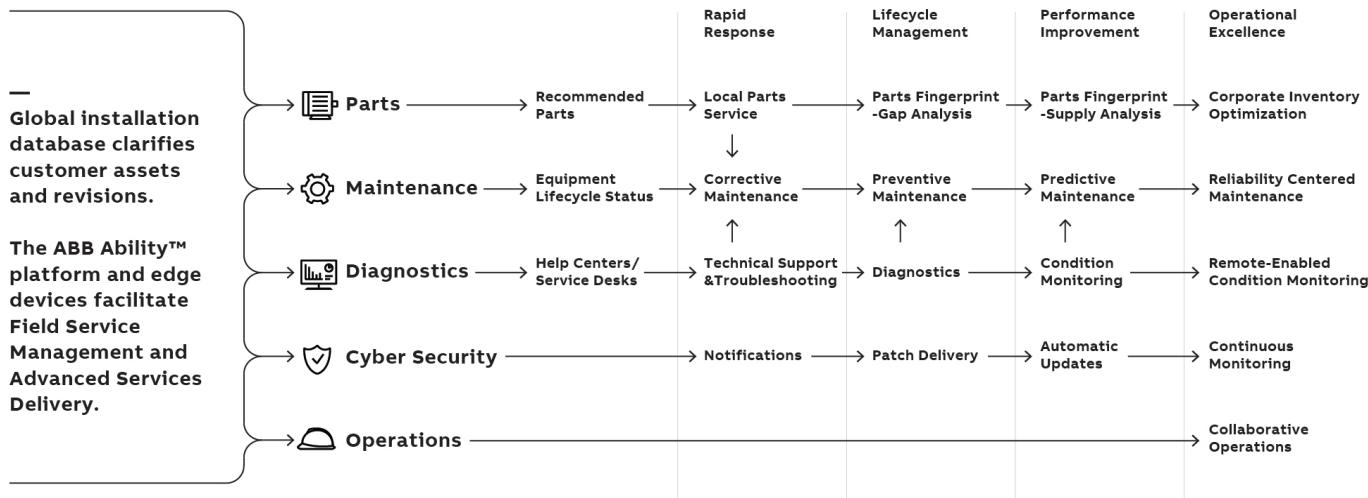
##### Customer Benefit: **Improved operations**

**Equipment covered:** ABB Ability™ System 800xA, Connectivity to SAP ERP system

**Services include:** Service agreement, Optimization of KPI of utilities

## 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.

x - Included	o - Optional	Rapid Response	Lifecycle Management	Performance Improvement	Operational Excellence
<b>Shaded</b> = standard on every agreement					
Contract Management	x	x	x	x	x
Equipment Lifecycle Status	x	x	x	x	x
Recommended Parts	x	x	x	x	x
Contact center	x	x	x	x	x
Technical Support	x	x	x	x	x
Remote Troubleshooting	x	x	x	x	x
Site Mobilization	x	x	x	x	x
Corrective Maintenance	x	x	x	x	x
Spare Parts	x	x	x	x	x
Application Support	x	x	x	x	x
Inspections & Diagnostics	x	x	x	x	x
Life Cycle Assessments	x	x	x	x	x
Preventive Maintenance	x	x	x	x	x
Parts Fingerprint - Gap Analysis	x	x	x	x	x
Software Management	x	x	x	x	x
Condition Monitoring			x	x	x
Malware Protection Management			x	x	x
Security Patch Management			x	x	x
Backup & Recovery Management			x	x	x
Alarm Management				x	x
Performance Optimization for Control systems				x	x
Cyber Security for Control systems				x	x
Process Optimization				x	x
Process & Functional safety Management				x	x
Training	o	o	o	o	o
Engineering & Consulting	o	o	o	o	o
Resident Engineer	o	o	o	o	o
Remote Insights	o	o	o	o	o