ABB Care for Water

Providing smart, safe and timely services for your water facilities. Every water drop counts.

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ABB Care is a framework that provides flexible service levels with optional packages for all type of Water facilities. It simplifies service delivery and supports you during planned maintenance and emergency situations. On site or remote support is always available through our state of the art digital platform.

We provide safe, secure, and reliable support by being an innovative partner with the best services and the best people with the strongest domain knowledge.

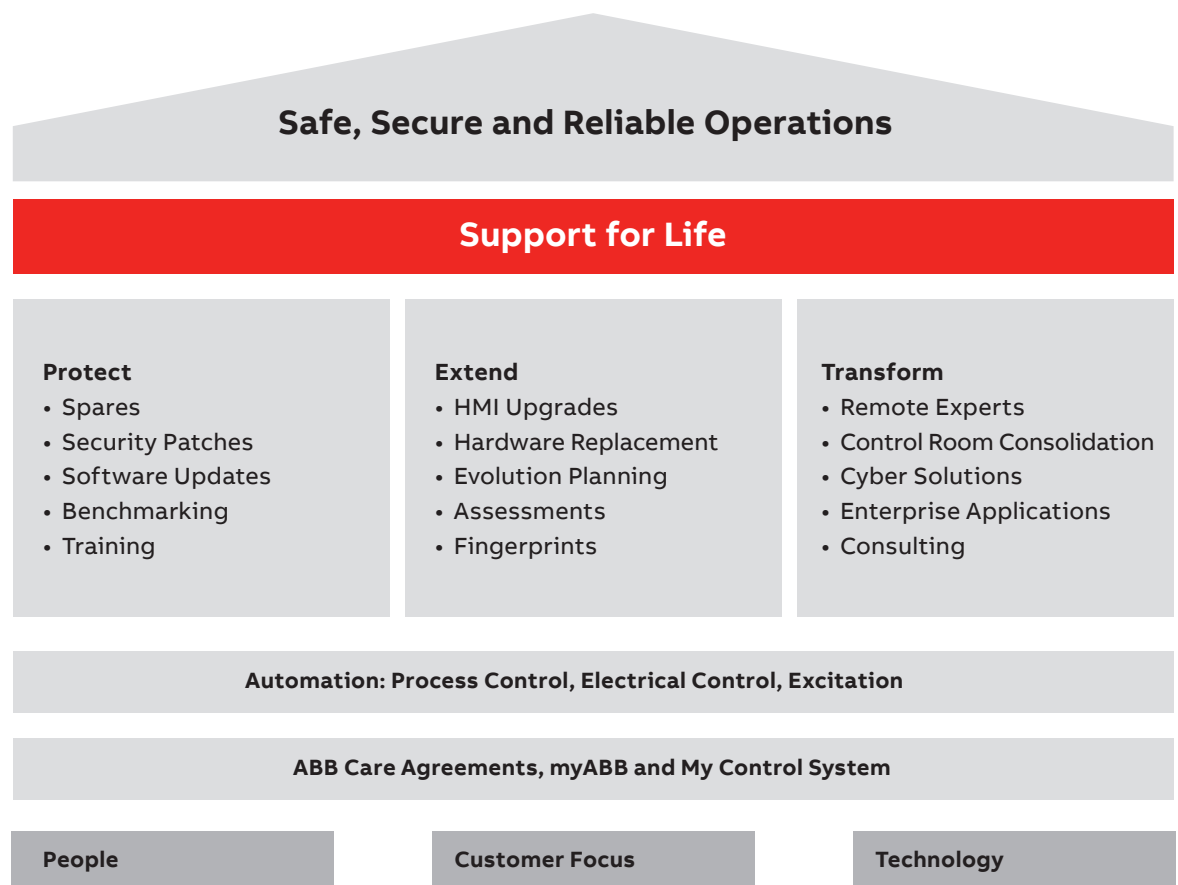Care is how we get there, together.

ABB Care for Water
Providing support for life

We help you care for your people, your systems and your investments in a way that enables you to have efficient operations, higher reliability and less unplanned shutdowns. We partner with you to keep providing water to the world.

ABB Care framework
ABB Care is your single-point of access to automation and electrical services for your facility. It is a simple way to get the right level of service that you need to extend the life-cycle of your assets, improve system reliability,reduce security risk and evolve legacy systems to the newest technology.

We have you covered: from the self maintainer to traditional service users to corporate customers. We will take care of you and provide service support for life.

Safe, Secure and Reliable Operations

Support for Life

Protect
- Spares
- Security Patches
- Software Updates
- Benchmarking
- Training

Extend
- HMI Upgrades
- Hardware Replacement
- Evolution Planning
- Assessments
- Fingerprints

Transform
- Remote Experts
- Control Room Consolidation
- Cyber Solutions
- Enterprise Applications
- Consulting

Automation: Process Control, Electrical Control, Excitation

ABB Care Agreements, myABB and My Control System

People	Customer Focus	Technology

Choose how we Care for you
Flexible service levels

You can choose from our carefully crafted Care levels and amend each with optional upgrades to fit your specific operation. ABB Care is a service solution that can help you maintain your assets and processes as they evolve and grow over time. ABB Care has four levels:

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01 Self Service

For the self-maintainer, you can streamline your maintenance activities and achieve peace of mind with the Self Service level of Care.
Self Service level grants access to powerful tools, validated software and security patches and on demand technical support.

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02 Priority

If uptime is critical to you, the Priority level will help keep your systems current and support your maintenance strategies.
Expedited call back time (1 hour), expert assistance for tools giving you enhanced understanding and software upgrades provide maximum equipment uptime.

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03 Collaborative

The Collaborative level of Care leverages technology and tools to increase operating efficiency with proactive maintenance.
Enhanced services and knowledge base to secure your automation system and improve system reliability.
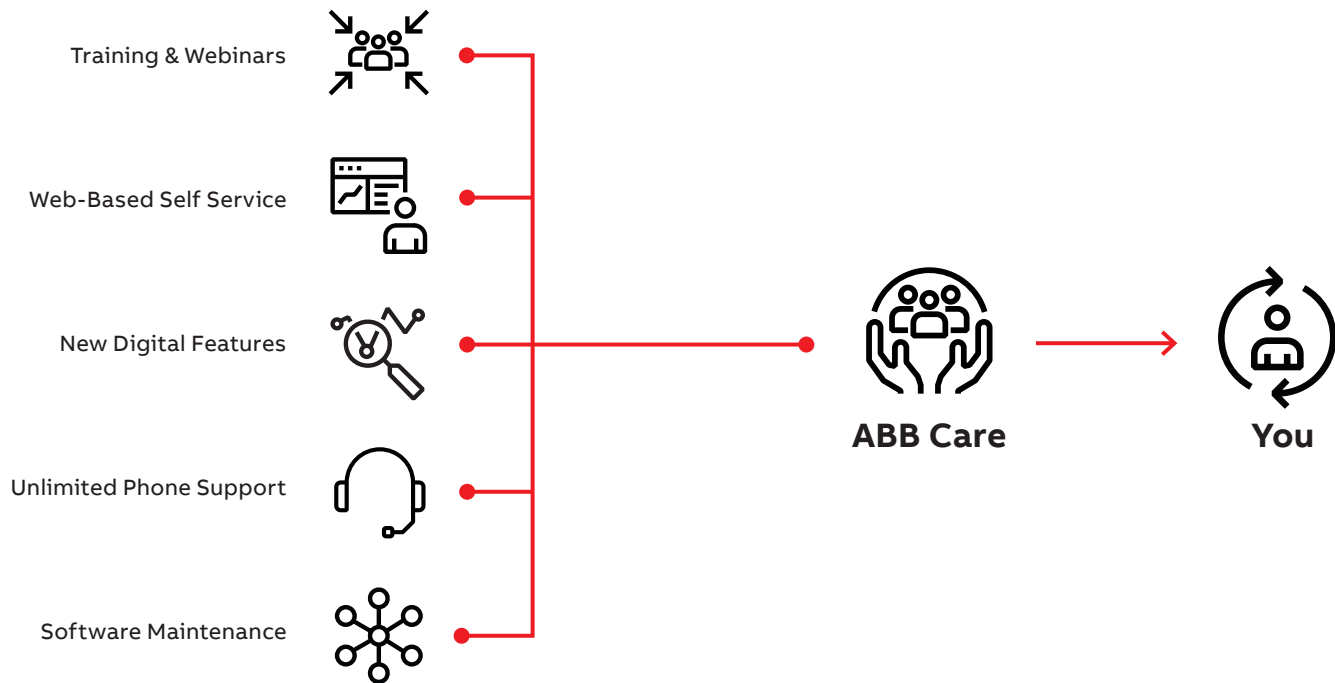
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04 Complete Service

If you don't want to worry about lifecycle issues, the Complete Service level ensures comprehensive lifecycle planning to optimize maintenance costs.
Long term service partnership with a dedicated support manager, focused on lifecycle planning, integrated service delivery and a customized support model.

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Caring for your assets
throughout their lifecycle

Training & Webinars

Web-Based Self Service

New Digital Features

Unlimited Phone Support

Software Maintenance

ABB Care

You

No matter your service needs, we maximize your investment by providing timely support and offering a clear path to upgrade legacy assets in simple steps.

If your priority is knowing the current health of the assets to prevent emergency situations, you can add asset monitoring and remote services to your Care contract. boots on the ground.

Enhance how we care for you
The following options are available to ensure optimal Care for every customer:
- Prepaid Service Hour package
- 3rd Party Software Management
- Remote Access Support
- System Monitoring
- Mobilization to Site / Emergency Call out Package
- Resident Engineer
- Training and Web Tech Talk access

As an option for lifecycle or digital enhancements to your contract, Lifecycle Solutions and ABB Ability Packages can be added to most Care agreements. Also, the Cyber Security packages can be upgraded with your upgraded Care agreement.

Benefits of signing a Care contract
- You're always patched and ready to go with software maintenance programs
- Whenever you need help, we're there to care for you with unlimited phone support with as low as 1-hour response time
- Save money with special Care-only pricing and offers throughout the year via access to loyalty offers and myABB (including MyControlSystem)

Discuss. Deliver. Renew.
- Single point of contact for service from ABB
- Annual costs with greater cost predictability
- Worry-free asset and software maintenance

Service levels that match your needs

Core Service Offering	Self Service	Priority	Collaborative	Complete Service
Annual Usage Report	x	x	x	x
Web Self-Service Access (myABB)	x	x	x	x
Technical Phone Support – 24/7	x	x	x	x
Technical Phone Support – Unlimited Hours	x	x	x	x
Call Back Time – Next Business Day	x	x	x	x
Software Maintenance Update	x	x	x	x
System Benchmark	x	x	x	x
System Fingerprint + Standard Report	x	x	x	x
Parts Recommendation (mySpareParts)	x	x	x	x
Cyber Security – Essential	x	x	x	x
Contract Manager		o	x	x
Call Back Time – 1 Hour		x	x	x
Software Maintenance Upgrade		x	x	x
System Fingerprint + Expert Report		x	x	x
Visual Remote Support (Remote Insights)		x	x	x
Dedicated Support Manager			o	x
System Assessment – System Health Check			x	x
Parts Management Strategy			x	x
Prepaid Service Hour Package				x
System Assessment – Cyber Security				x
System Monitoring				x
Remote Access Support				x
Spare Parts Flat Fee				x
3rd Party Software Management				x
Mobilization to Site				x

x - included
o - optional

Optional services

Optional Core Service Offering	Self Service	Priority	Collaborative	Complete Service
Prepaid Service Hour Package	o	o	o	x
Remote Access Support	o	o	o	x
Training Solutions	o	o	o	o
Web Tech Talk	o	o	o	o
Software Maintenance Evolve		o	o	o
3rd Party Software Management		o	o	x
Mobilization to Site		o	o	x
Resident Engineer		o	o	o
System Monitoring			o	x

Lifecycle Solutions				
Lifecycle Assessment and Planning			o	x

ABB Ability Cyber Security Services Package				
Cyber Security - Essential	x	x	x	x
Cyber Security Benchmark				
Reference Architecture Gap Assessment				
Monthly Validated Security Update Bulletin				
Hardening Guidelines (GPO) Documentation				
Backup & Recovery - Basic				
Cyber Security - Protect		o	o	o
Cyber Asset Inventory				
Malware Protection - Security Update Service				
Backup & Recovery - Advanced				
Cyber Security - Max			o	o
Cyber Security Workplace				
Cyber Security Monitoring Service				

x - included
o - optional

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For more information visit:
new.abb.com/water

To find your local ABB contact visit:
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