

MARINE & PORTS

ABB Ability™ Collaborative Operations

Digitally driven services

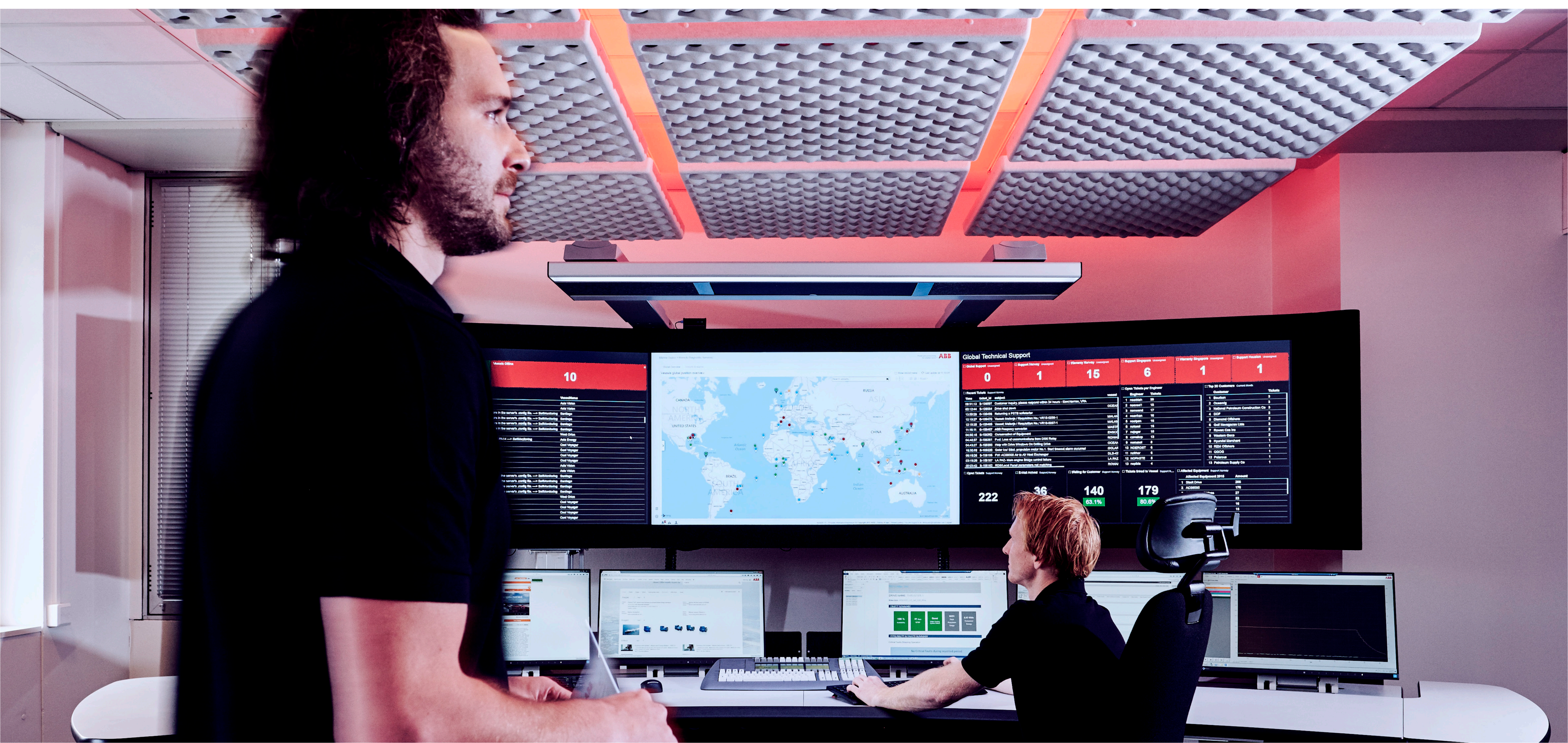
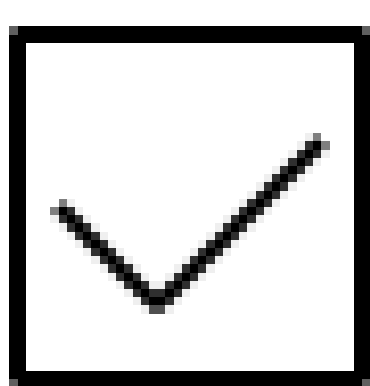


ABB Ability™ Collaborative Operations Centers

Key statistics



3 Level 1 centers enabling 24/7 ontime service



6288 tickets solved in first year*
17.2 tickets solved on average per day



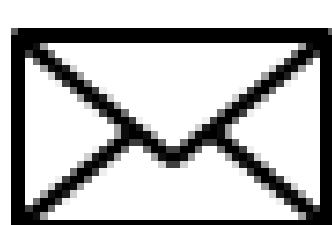
Shanghai
Singapore



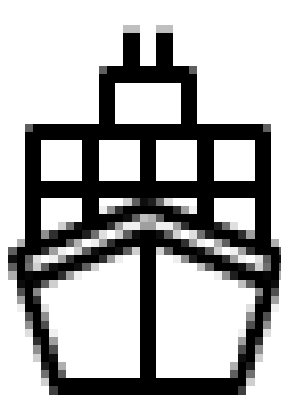
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Dalfsen
Genoa



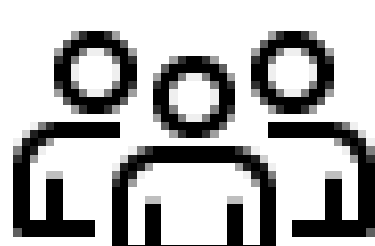
Average response time for an urgent technical inquiry is less than 1 hour



Average response time for a non-urgent inquiry is less than 12 hours



918 vessels supported globally



Footprint of 800 people in over 25 countries, more than 40 locations.



Miramar

* APPROXIMATELY 15000 TICKETS CLOSED FIRST YEAR INCLUDING SPARE PARTS & WARRANTY

The development of the Collaborative Operations Timeline

