
GLOBAL SERVICE | MARINE & PORTS

24/7 Care

We are always awake.



Supporting your fleet. Wherever, whenever.

Covering the world with the ABB Ability™ Collaborative Operations Centers is now a reality. Regardless of time or location our team of experts is proactively monitoring and ready to support in an instant!

With our ABB Ability™ Collaborative Operations Centers now open in Singapore, Norway, and USA, we cover the world with a 24/7 up-to-speed support for our customers and their vessels sailing. Altogether we have nine Collaboration Centers. The centers in Singapore, Norway and USA (FL) function as 24/7 centers while the centers in Italy, Finland, Netherlands and Shanghai provide detailed product expertise. Additional centers in USA (CA) and Sweden are for ports.

We utilize the same data in all of the collaboration centers. This means we access the same databases, and we can support you from all of the locations. Our engineers have access to real time data to support and reduce the time to fix on-board issues, or fix the issues we notice even before happening.

With ABB's 24/7 Care you have a single point of contact. You have one phone number which will be answered by our technical engineers on duty. Depending on the time, they could be sitting in Oslo, Miramar, or Singapore. We support all ABB

marine related issues from these centers.

24/7 Care

Our future aim is to support our customers in a more pro-active manner. Previously, our support has started when the customers calls the center for help when they have detected a failure. By utilizing remote monitoring and predictive analytics tools we will be able to detect failures before customers can see them and apply preventive measures to avoid the failure. When our service engineers on duty, are not busy attending a specific technical support call, they will monitor the remote diagnostics information in a pro-active manner.

With the new setup we now have our eyes on you 24/7 from the Collaborative Operations Centers through daytime support. We are always awake, and ready to assist.

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The ABB Ability™ Collaborative Operation Centers indicate with colors if there is a critical issue to solve.



Service Level 1 FRAME AGREEMENT	Service Level 2 ADVANCED SUPPORT	Service Level 3 EXPERT SUPPORT
Single point of contact	Single point of contact	Single point of contact
Guaranteed response time	Guaranteed response time	Guaranteed response time
Immediate access to an ABB* Expert via duty phone*	Immediate access to an ABB* Expert via duty phone*	Immediate access to an ABB* Expert via duty phone*
Response to Technical Inquiries within 24 Hours by E-Mail	Response to Technical Inquiries within 12 Hours by E-Mail	Response to Technical Inquiries within 12 Hours by E-Mail
Service and product notes distributed by email	Service and product notes distributed by email	Service and product notes distributed by email
	Access to fleet portal	Access to fleet portal
	Fleet / Vessel statistics	Fleet / Vessel statistics
	Service and product notes	Service and product notes
	Access to user manuals	Access to user manuals
	Technical reports / incident reports	Technical reports / incident reports
		Access to as built documentation
		Quarterly fleet reports
		Life cycle management reports
		Dedicated Technical Key Account Manager for Fleet

*IMMEDIATE IF NO QUEUE IN OPERATIONS CENTER. ABB WILL CALL BACK TO UNANSWERED CALLS IMMEDIATELY IF QUEUE.

Not only what - but how

How we operate with our ABB Ability™ Collaborative Operations Centres is by bringing more and more benefits to our customers, to you. The data we retract from the connected vessels are utilized by the centres to proactively react on critical incidents, smart alarms, so we are reducing or avoiding shutdowns on board the vessels proactively, predictively - before a possible failure.

All this is possible with the combination of our technical engineers, the data scientists, and analysts working together in our Collaborative Operations Centers.

What makes us different?

Even though we have the 24/7 Care concept now up and running, it does not differentiate us enough on its own. ABB is one of the only, if not the only, system supplier that provides the full value chain with their own factories for components. Being "One ABB" we have the direct connections, and because of that our customers have one point of contact for all support.

We truly are a one stop shop, and we believe we both benefit of it. No matter if you need support for your drives, propulsion, automation, or any system on board. We service you from the bridge to the propeller, and everything in between.

Global service network

ABB Marine & Ports have 30 service centers around the world, from which we support our customers. We are strategically located with the 30 service centers to all important marine & ports industry locations, we truly are close to our customers. With the service network we have, we are where needed.

Get yourself on the fast track with 24/7

With small changes we have made sure to help us keep focus and gain information in critical times. We receive alerts if there is a critical alarm on one of our customers' vessels somewhere in the world. Our service engineers receive text messages, and the Collaborative Operations Centers lighting changes the colour from blue to red to indicate an issue in need of attention.

3 tier services

As our customers have different needs, we have designed different service levels to respond to these needs. Customer can choose from a more basic frame agreement type of service to service levels where we add on-line and pro-active services. As a customer, you can choose how you want to be served.

Our ABB Ability™ Collaborative Operation Centers are located around the world in key geographical locations with skilled experts to help our customers whenever, wherever.

ABB
Marine & Ports
Global Service

24/7 Care

Call: +47 91 61 73 73

Email: support.marine@abb.com

abb.com/marine

Marine main ABB Ability™ Collaborative Operation Centers:

- Oslo (Norway)
- Singapore
- Miramar, FL (USA)

Marine supporting ABB Ability™ Collaborative Operation Centers:

- Shanghai (China)
- Helsinki (Finland)
- Genoa (Italy)
- Dalfsen (The Netherlands)

Ports ABB Ability™ Collaborative Operations Centers:

- Västerås, Sweden
- San Diego, CA (USA)

