ABB DATA CENTER FORUM 2017, 11 JULY 2017, TUESDAY

ABB Data Center Service

Digital Service? Be the Change to Make the Difference

Garrett Ng, Head of Data Center Segment, Singapore

Content

Introduction

- ABB in Data Center
- A portfolio fit for industrialization
- Building our value proposition

Data Center Service

- Equipment and Needs
- Ready-to-use Service Offerings

Unlocking the ABB potential in Digital

- myABB Business Portal
- PowerCare

Needs vs Offering

Service Statistic

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Needs vs Offering

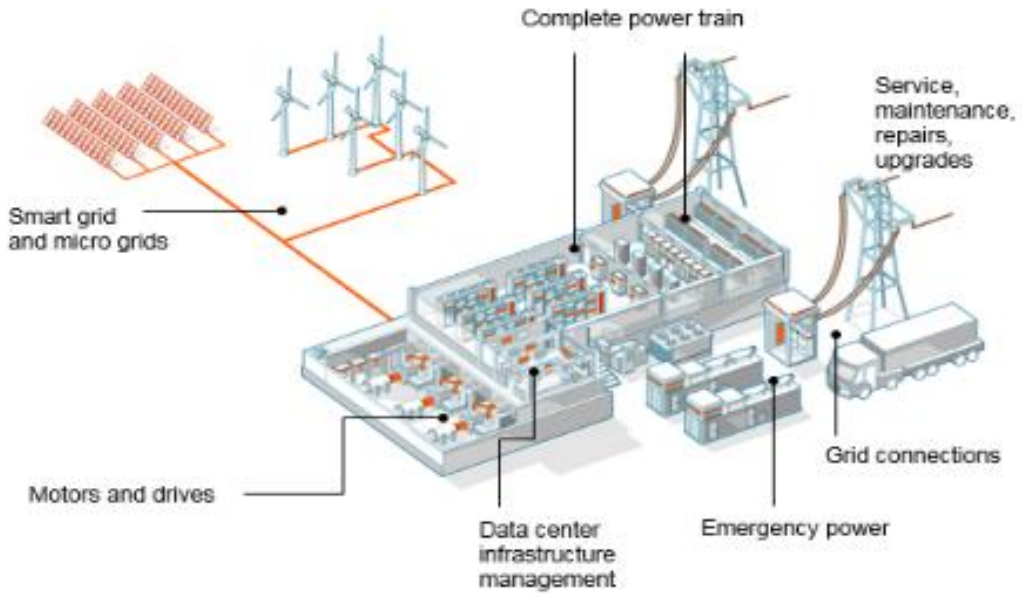
Service Statistic

Introduction

ABB in the Data Center market

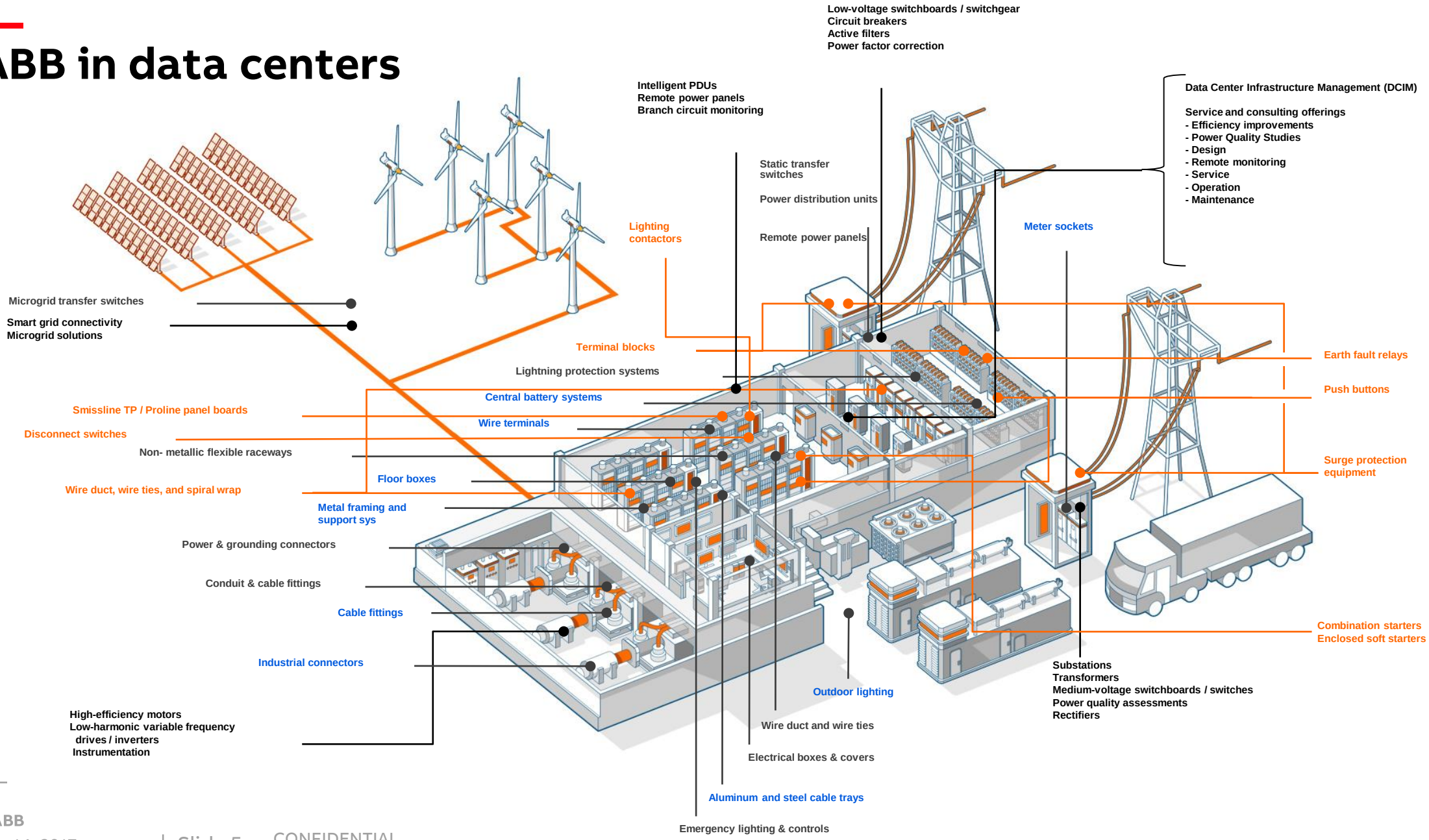
Our segment strategy :

Leverage our industrial portfolio & execution capability to be a market leader in electrification and automation for the attractive sub-segments of the datacentre industry, inclusive of Service offerings.



ABB's offer to the data center segment

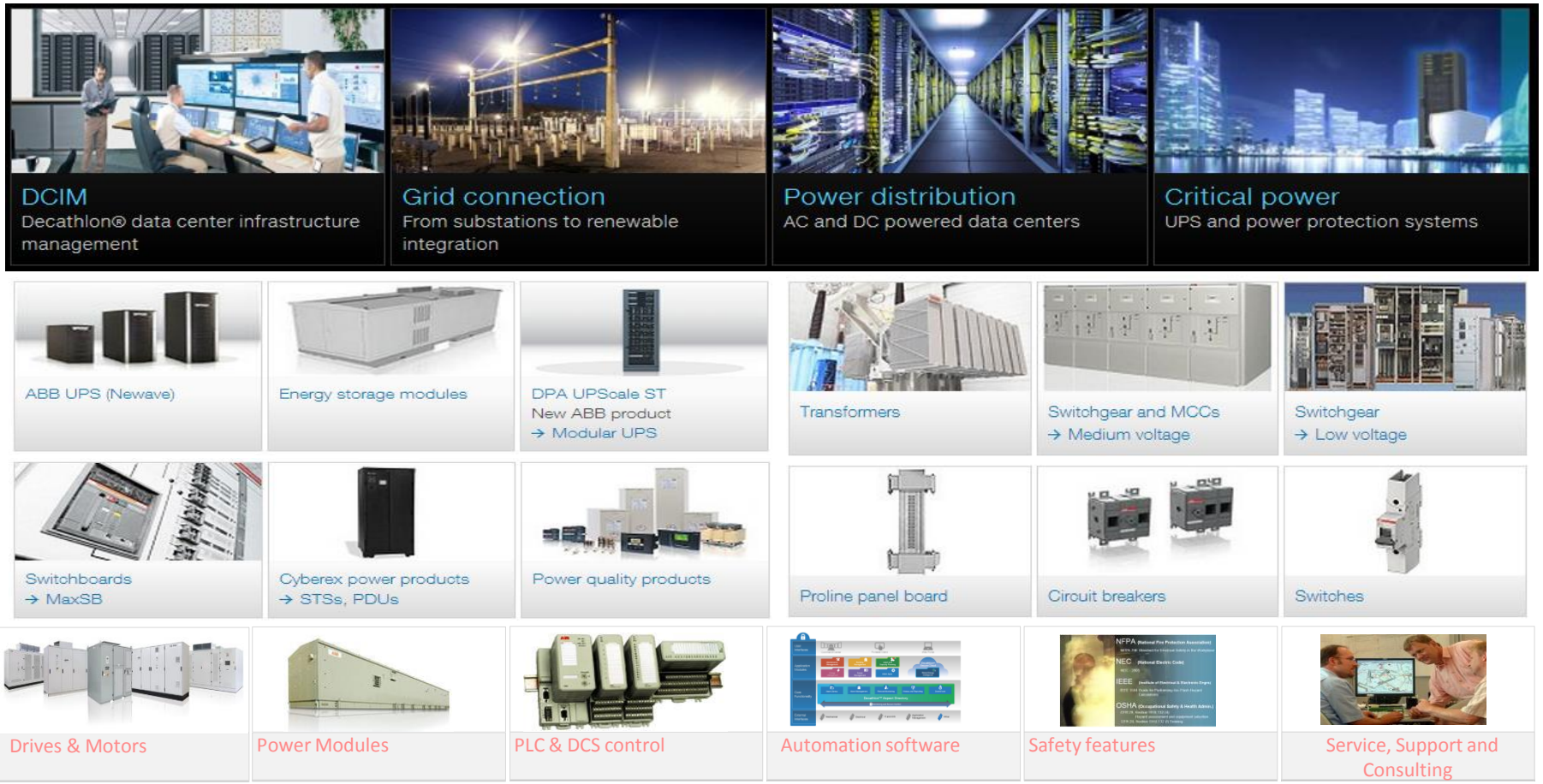
ABB in data centers



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ABB & data centers

A portfolio fit for industrialization



Building our value proposition

- for the customer ….customise!!! …

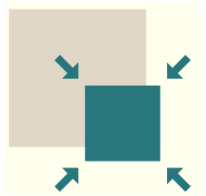
Who we are

Global **Consistent** **Quality** **Innovative**

How we sell

Product **Packages** **Systems** **Services**

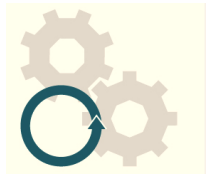
What we offer –



Space saving solutions



Modular solutions



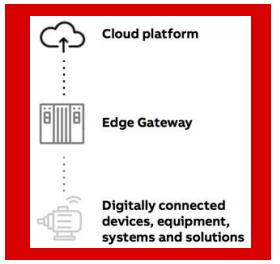
Continuous operations



Sustainable & efficient



Safe & serviceable



Digital & Smart

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Data Center Service

Equipment and needs

Equipment

- 66KV Switchgear with transformer
- MV breakers, switchgear, relays
- LV transformers
- LV breakers, switchgear
- MNS-UP / UPS
- ABB Ability Data Center Automation

Needs

- Minimize the risk of power outages
- Maximize equipment availability
- Maximize equipment reliability
- Keep the electrical system updated



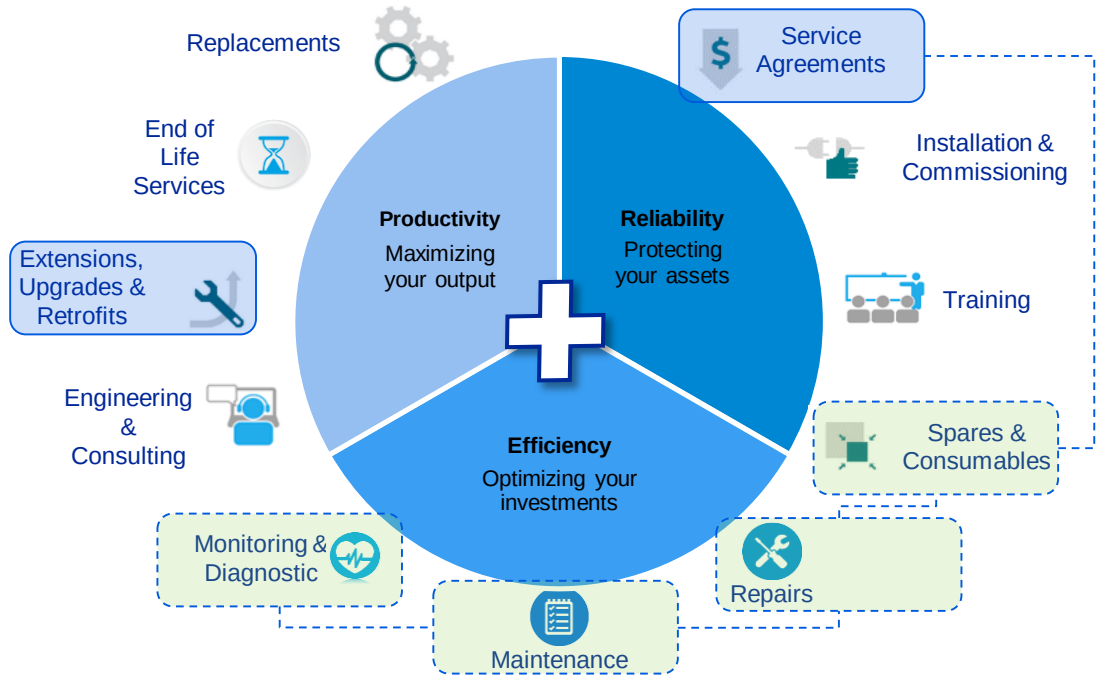


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Data Center Service

Ready-to-use service offering

Extensions, upgrades and retrofits covering aged installations modernization requirements



Service agreements covering all the present needs

Applicable for High Voltage, Medium Voltage, Transformer and Low Voltage equipment

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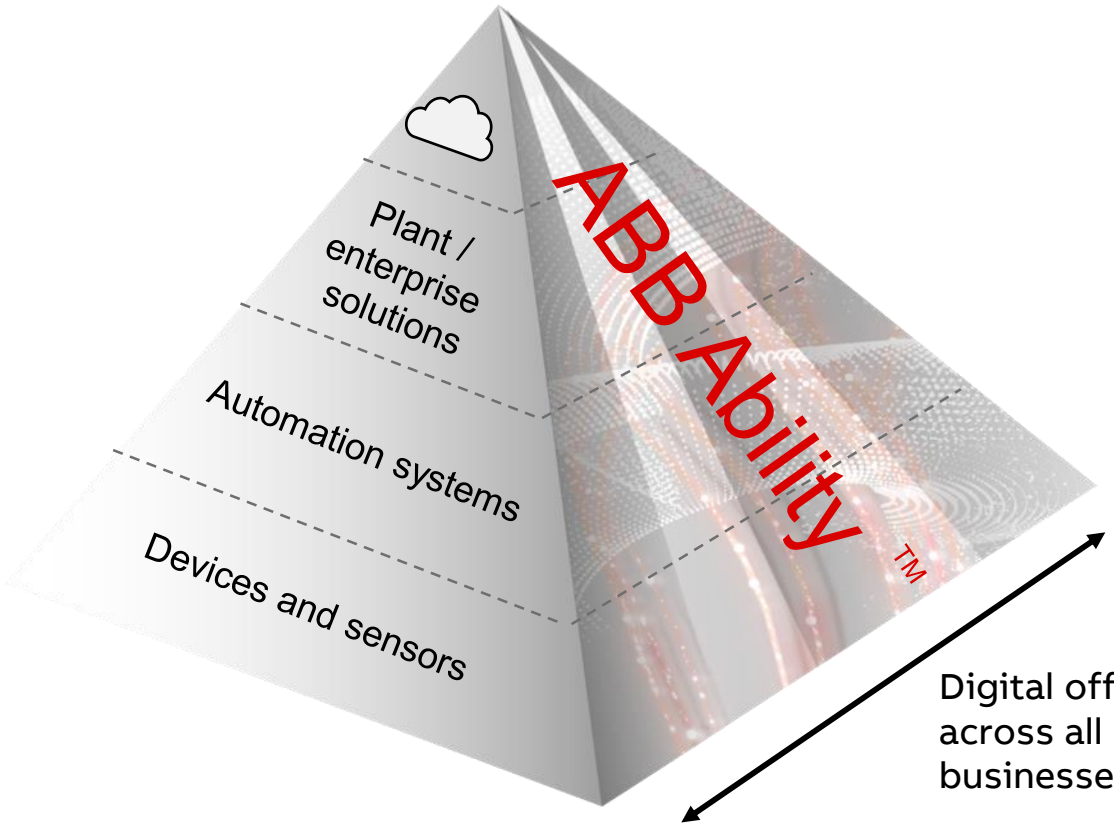
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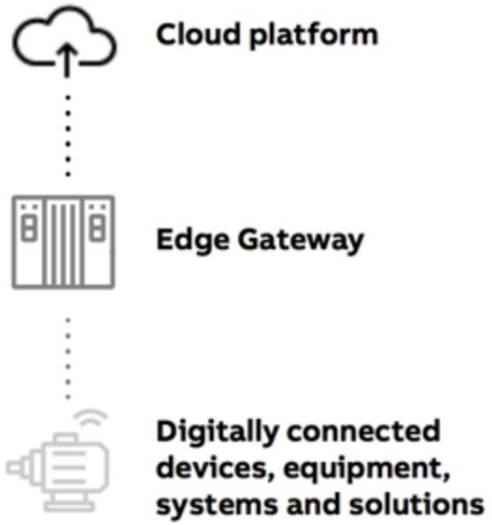
Needs vs Offering

Service Statistic

Unlocking the ABB potential in digital

Unlocking the ABB potential in digital





- Know more, do better
- Expertise at each life cycle stage
- Technology leadership
- Deep sector knowledge
- Decades of experience in digital
- End to end and closed loop solutions
- World's largest installed base of connected industrial devices

ABB Ability™ connects customers to the power of the Industrial Internet of Things turning data insights into direct action through our services and expertise

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myABB business portal

Quick and easy online support

myABB

24/7 access to ABB



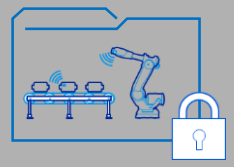
Link to video at YouTube: https://www.youtube.com/watch?v=AUjjJqQWoNk&t=5s

Easy way to...

Optimize lifecycle management

Single online entry point to services based on your needs

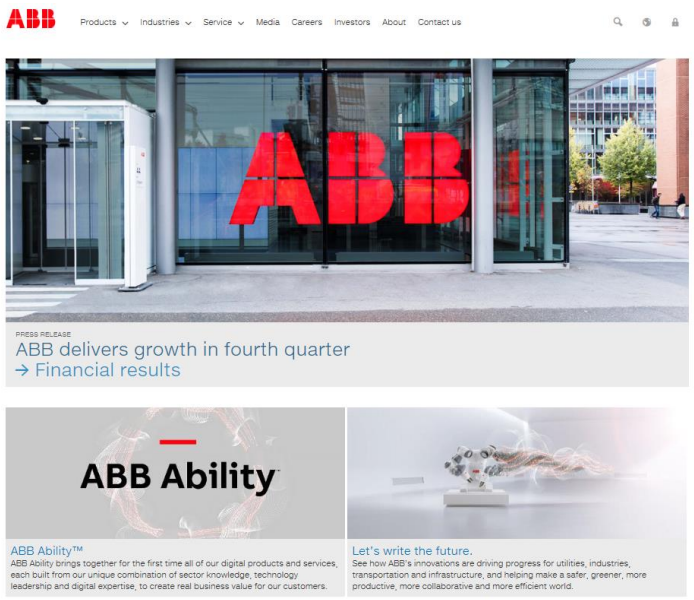


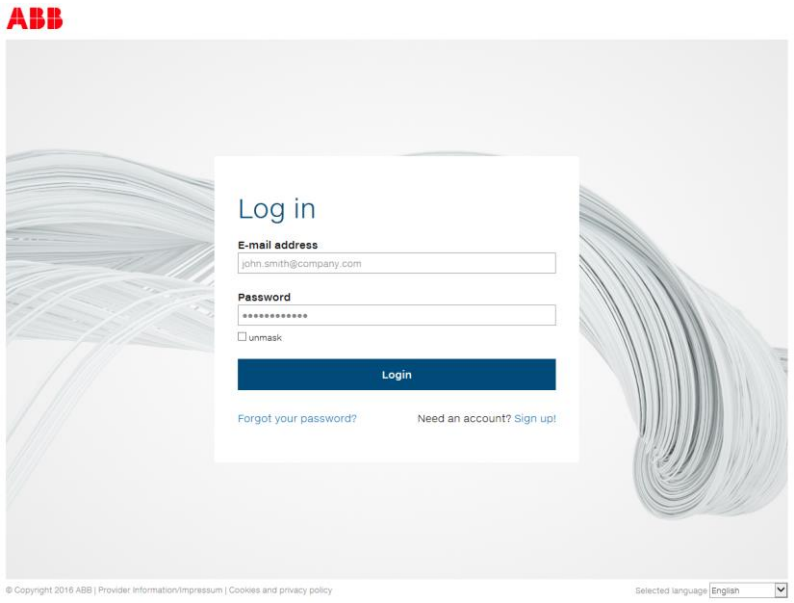
On-demand access 24/7	Secure access	One-stop-shop for spare parts
		

myABB – your personal direct channel to ABB

Easy way to...

Improve assets performance



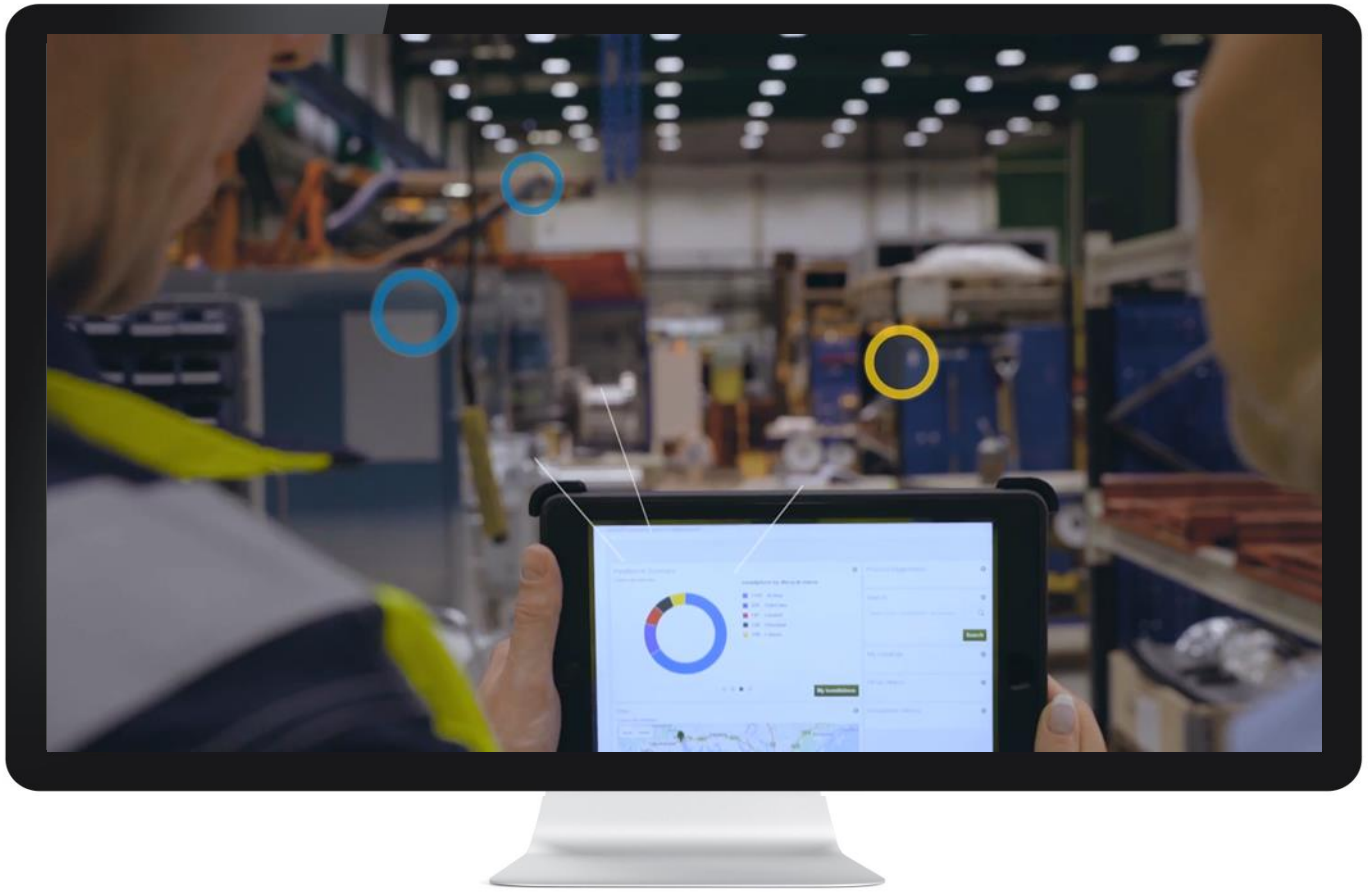


- Spare part information
- Spare part trading and orders status
- Right contacts
- Equipment history and documentation
- Service agreements details
- Equipment life cycle status and service guidelines
- Product registration

myABB – your personal direct channel to ABB

myABB

Boost operational efficiency



Link to video at YouTube: https://www.youtube.com/watch?v=T1xNhzBfu50

myABB

Your gateway to services

24/7 access to ABB	Find the right information, saving time and money
Optimize lifecycle management	Minimize capital outlays and optimize operational budgets
Improve assets performance	Plan maintenance operations and minimize downtime
Boost operational efficiency	Make the right operational decisions



Single online entry point to services based on your needs



myABB business portal

Service agreements

One ABB approach

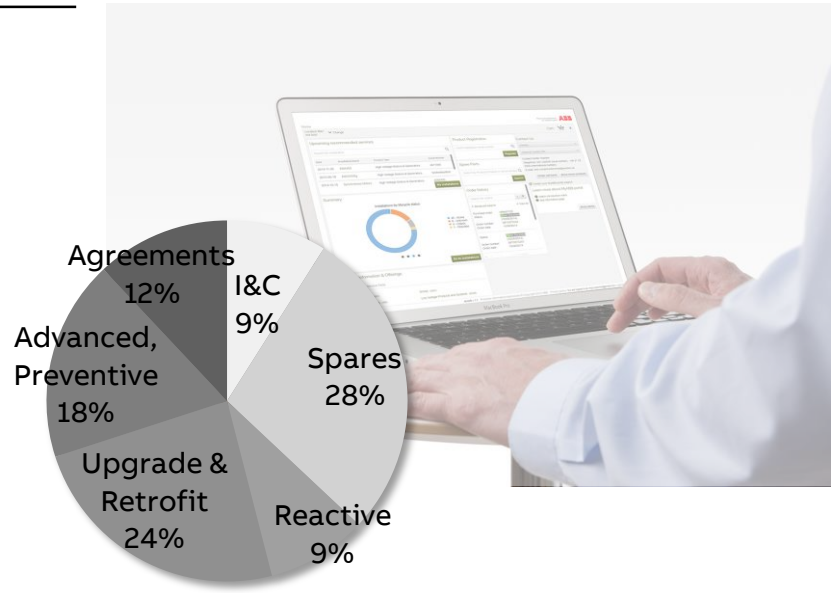
Care service agreements from modular framework containing details on selected customer support agreement(s)

Access to myABB business portal complements Care agreements offering – selling point:

- single entry point for Care agreement content and installed base information
- gateway to multiple on-line services customer has subscribed to
- direct contact to ABB Care agreement coordinator

Single entry point for customer

ABB Drive Care
ABB Motor Care
ABB Excitation Care
ABB Robot Care
ABB Industry Care
ABB Measurement Care
ABB Oil & Gas Care
ABB Process Power Manager Care
ABB Power Care
ABB Network Management Care
ABB HVDC Care
ABB Cable Care
ABB FACTS Care
ABB Substation Care
ABB Microgrid Care
Etc.



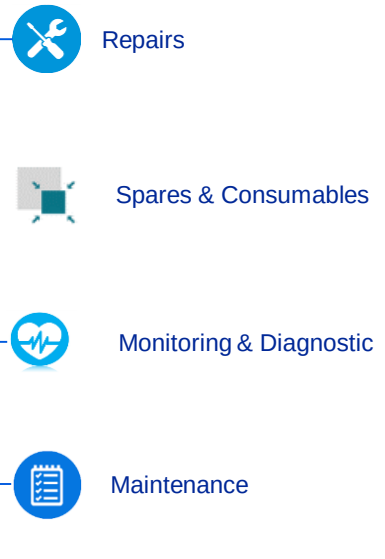
Service portfolio mix

Easy access to services

Data Center Service

Power Care

Power Care	Entry Level	Level 1	Level 2	Level 3
Skills Development Services	Product Training List	Product Training	Application Training	Coaching Services
Emergency Maintenance Services	Single Point of Contact	Technical Support with agreed response time	Call-out Support with agreed response time	Spare Parts Assessment and Management
Diagnosis & Condition Assessment	Documentation of Installed Base and Preliminary Survey	Asset Condition and Risk Assessment	Asset Monitoring	Remote Asset Monitoring
Self-Maintenance Services	Installed Base Life Cycle Status Report	Manuals and Instructions On-line	On-Line Support for Self-maintenance	File Storage
Delivered Maintenance Services	Periodic Technical Assessment	Protection and Control Engineering Services	Switching Apparatus Engineering Services	Full Switchgear Engineering Services



Power Care is available for High Voltage, Medium Voltage, Transformer and Low Voltage equipment

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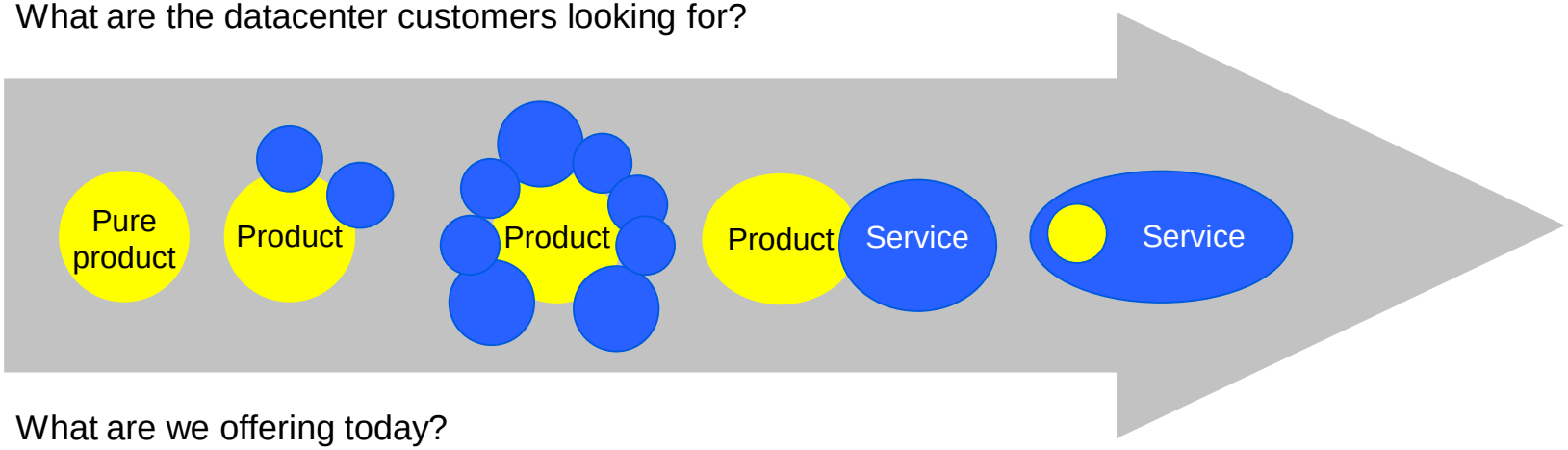
Needs vs Offering

Service Statistic

Data Center Service

Needs vs Offerings

What are the datacenter customers looking for?



What are we offering today?

Service as new-equipment business enabler (SaaV)

Data Center Service

Statistic for 24 x 7 x 2hrs response on site



Number of sites managed: > 15

Fulfillment of 24 x 7 x 2hrs on site response

100%

Right competent engineers:

Be the **Change** to Make the **Difference**

