



Service

ABB Benelux Service

Flexible services to suit your needs

“We sleep well at night. Thanks to our cooperation with ABB, we feel safe.”

Operations Manager



Flexible services to suit your needs



We want to be your preferred partner providing world-class services for power and automation assets and be one of the main reasons why you continue to rely on us.

In the past service used to be about limiting damage. Nowadays organizations focus on reducing costs and maximizing their performance. Thanks to ABB service you can always rely on a partner who cares about the good health of your power and automation assets. From the moment they are installed to the end of their operational life.

But in this global economy, there's no denying that companies face challenging and continuously changing market conditions. That is why our 400+ ABB service experts in the Benelux provide a wide range of services, around the clock, that help increase your organization's efficiency, competitiveness and profitability.

Thanks to continuous training our experts achieve and maintain the highest level of competence in electrical equipment, automation systems and production processes so that any problems you may encounter are solved quickly, correctly and, above all, safely. But we don't stop there: we also minimize process disruptions, identify and mitigate risks and achieve sustainable improvements by planning and budgeting for the entire lifecycle of your assets.

Our modular and flexible services portfolio means you can now align your service strategy with your operating strategy to meet your business goals as effectively as possible.

Rapid response times



At ABB we pride ourselves on the fact that our experts are at your service around the clock providing support to ensure reliable system performance.

Spares and consumables, the right part, at the right time, in the right place. Regardless of your industry you can rely on ABB for original spare parts and refurbished spare parts.

Repairs should be prompt in order to reduce your mean-time-to-repair. ABB's experts can be on-site, at your plant, within four hours, regardless of where it is situated in Belgium, the Netherlands or Luxembourg. We also have repair shops, manned with experts and equipped with all the tools and parts needed to assure fast and reliable around the clock repairs. But we do much more than that. Trouble shooting helps you analyze and understand the root cause of machine failure and improve your maintenance programs to increase the availability and reliability of your operations.

Service agreements come in a variety of levels and schedules. At ABB, the **basic service agreement** includes guaranteed 365 days/24 hours standby and response by our experts as well as the inventory management of critical spare parts. So you can be assured that we will be on-site, within four hours, with the right parts and tools, in case of machinery failure. We can also set up a safe remote connection to your systems in order to reduce response times to maximum 1 hour.

“We are able to minimize downtime thanks to the quick and competent intervention of ABB”

Maintenance Engineer

Maximizing your uptime



You need to optimize and extend your uptime if you want to have a competitive advantage in this global economy. ABB's experts are at your service to give your company the availability and reliability it requires.

Maintenance is an important factor in protecting the uptime of your assets. You can rely on ABB experts for retaining or restoring your equipment or systems to the desired operable condition in order to maximize the lifespan and uptime of your machinery. At ABB we carry out inspective maintenance (scheduled inspections), preventive maintenance (scheduled maintenance tasks) and predictive maintenance (condition monitoring) services. Maintenance programs are the ideal way of minimizing your mean-time-between-failure and are tailored to your specific needs.

Training helps your operators and engineers to better understand your systems and processes and secure reliable operations of your production. We can train your operators and engineers in the classroom, on-site, online (e-learning) and in your language.

Advanced services are industry-specific services and software packages, which were designed to keep your equipment running. And thanks to secure and remote-enabled technologies, our experts from all over the world can provide troubleshooting suggestions around the clock.

With our **standard service agreement** you benefit from the services covered in our basic agreement, complemented with maintenance, training and/or advanced services with aim to minimize the risk of stoppages and thus increase your equipment's performance, uptime and lifetime.

“ABB contributed to an increase of the Overall Equipment Effectiveness of nearly 10%”

Production Supervisor

Optimizing the lifecycle of your assets



Extending the lifecycle of your existing machinery makes good sense financially, which is why ABB provides the tools and expertise to help you analyze, optimize and extend the lifespan of your equipment.

Engineering and consulting. Our experts specialize in all aspects of engineering, from detail engineering to configuration and project management. We also develop lifetime extension programs, which help to justify the operation of assets over time and which help you plan future investments.

Extensions, upgrades, retrofits and replacements are an efficient way of extending the lifespan of your equipment, increasing its functionality or even upgrading phased-out devices to the latest technology. Lifecycle planning ensures a return on your investment and reduces costs.

Installation and commissioning. Our experts are on hand throughout the entire process of installation, functional testing and start-up to ensure your machinery is safe and ready for operation.

Training contributes to your operators' and engineers' better understanding of the systems and processes they use, making your production more efficient and reliable.

Enhanced service agreements complements your in-house expertise with additional capabilities to meet your needs. Automation software management allows you to keep your installed software up to date and maintain a flexible and affordable path forward to evolve to new features and benefits at your own pace. Scheduled upgrades of hardware components can help you to space out investments over time.

“The ABB Life Expectancy Analysis Program helped us to extend the lifetime of our main compressor motor”

Asset Manager

Improving your performance



Performance is an important aspect of any business. ABB can be your strategic partner providing the knowledge and expertise you need to solve challenges in terms of productivity, availability, reliability, safety, costs, energy, emissions and much more.

Advanced services. At ABB we continuously work on developing advanced service concepts and solutions to help our customers optimize their performance, whether in terms of energy use with energy efficiency or of plant operations with asset integrity. Our secure and remote-enabled technologies have many different apps, which continuously monitor and collect data that are used to analyze and define performance improvements.

Consulting. At ABB we are committed to your operational excellence in the long term. Our seasoned skilled professionals work with you, transferring knowledge for safe, reliable and efficient operations.

Strategic service partnerships based on a jointly developed strategic master plan and a clear set of KPI's will allow you to focus on your core business leaving the task to increase the efficiency, competitiveness and profitability of your assets and plants to us. The aim of any service agreement is to create a win-win situation for all involved.

“Thanks to our partnership with ABB we were able to improve our production performance and reduce maintenance costs. Our results are a continuing and sustainable process that will pay lasting dividends”

Plant Manager

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