ABB Ability™ remote assistance for measurement devices
FAQ

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Q: Why does the remote condition monitoring belong to ABB Ability?

A: ABB Ability is our unified, cross-industry digital capability, from device to edge to cloud. So this is about connected devices which is the technical requirement to trigger the availability of remote assistance.

Other advanced rapid response services (Dynamic QR Code and technical support) are designed to provide off-line remote troubleshooting.

Q: What is required to set up and deliver the remote condition monitoring?

A: This service is designed to avoid direct link to the customer network. To deliver this service, the PRU needs to supply to the LSU:

- Pre-configured MicroPC with Windows10 OS
- Diagnostic software installed (relevant to the products installed at customer site)
- Router (this can be supplied by the LSU too) and SIM Card (at customer or LSU care)
- Power supply at LSU care
- Remote desktop software (actually Teamviewer which won't be required anymore when the remote service report will be automatically generated at the gateway level)

Q: Which analyzer are supported?

A: The following analyser are supported:
- AO2000
- EasyLine
- FTIR ACF-NT
- FTIR ACF5000

The remote connectivity is under development for:
- PGC5000
- FTIR (Quebec)

Q: Which information can be retrieved and proposed to the customer via the ABB Ability condition monitoring?

A: Measurement and diagnostic information can be acquired depending by product line.

Q: How does condition monitoring fit into Measurement Care service agreement?

A: The condition monitoring is about providing scheduled remote health checks within agreed frequency. By design this is the core module of Performance Improvement support level – see Measurement Care product guide.

Remote condition monitoring can be sold as part of a Measurement Care service agreement already including Rapid Response and Lifecycle Management services or can be sold as core service of the agreement (together with Terms & Conditions and rapid response services).

Q: Is the remote condition monitoring available for instrumentation and FME PGs?

A: Not yet but the implementation is planned to be part of the service offering for those 2 PGs. Depending by the technical requirements and business case, the service may be delivered with different hardware and configuration.

Q: How the cyber security is granted?

A: There are many ways which remote connection is established with products on field. Customers are typically concerned about allowing a direct access with plant network: installed products access is granted by passing through the internal security of customer network.

ABB counts on safe methods of remote access – please check the presentations provided within the Remote service productization.

The goal of the remote service solutions provided by ABB is to create an independent network (router + SIM card) which allow our specialists to remotely access the products (or havingthe report automatically generated in the next future). The OS of the MicroPC is Windows10 and LSU will be responsible to keep it updated.

Q: is a certification required to perform condition monitoring?

A: Some of the evaluation could require a level 2 service engineers but typically a Level1 can deliver this service. Before being certified, a local service engineer should preferably face some months performing maintenance and calibration: this is how we feel training can be more effective.

Furthermore, re-certification program gives the opportunity to touch base with the factory experts to get updates regarding maintenance best practices and upgrades.

Q: Why the remote service session should be recorded?

A: It's critical for ABB to be able to show that the remote health check of the device has been carried out without modifications of any parameters.

In the unlikely case of failure after a remote service session, local service team will be able to show that ABB is not liable for by sharing the recorded remote session with the customer.

Q: Does the SIM card need to be managed locally?

A: The SIM card requested to create an independent network to access the product installed at customer site are managed locally. Customer is typically asked to manage the agreement with the internet provider. Local service team can propose a turnkey solution by purchasing and managing the SIM card and relationship with local internet provider. Please consult your local IT team to agree remote service delivery workflow following ABB policy ad guidelines.

As future development the supply of SIM card by the PRU is under evaluation.

Q: What's next?

A: The condition monitoring solution is available for IAMA today for all the products listed above. Few countries already sold remote service as part of service agreement or set remote connection to be used in case of need (remote troubleshooting).

Pilot was run successfully in Italy which provided the proof of concept the solution is working.

IAMA counts many tested and reliable solutions ready to secure safe and professional remote service delivery. Nevertheless we felt the need to have a common way to deliver remote service and grant cyber security to our customers. ABB Ability™ is the common platform for remote access over IAMA product lines - part of the R&D development.

Many improvement are planned for this service: Hardware and software will be updated to find cheaper solution to have better market penetration, the report will be automatically generated in the gateway, encryption module to enhance the cybersecurity level, the Cloud-based solution will be developed to include improved dashboards with measurement trends, diagnostics evaluation and analytics.

Stay tuned!

Version control

Version	Change history	Date
1.0	Original Issue	8th September 2017