

Freelance 800F Lifecycle Management Automation Sentinel Program

Overview

Features and Benefits

- **Delivers control system software services to match operational needs**
 - Increased performance demand
 - Respond faster to production changes
 - Higher production availability
- **Supports lifecycle management of control system software assets**
 - Make informed decisions
 - Predictable costs for accurate budgets – remove uncertainty
 - Eliminate unplanned plant downtimes and trips due to system interruption
- **Lowers system software lifecycle costs and risks through system evolution programs**
 - Extends the life of automation system
 - Investment protection of intellectual property
 - Provides upgrades to newer software technology products
- **Lifecycle support periods for Freelance 800F software versions**
 - Provide software support for up to five years
- **Provides comprehensive software support**
 - On-line access to software version downloads
 - On-line access to software product documentation
 - Technical phone support to answer software evolution and version upgrade questions



Control system lifecycle management and investment protection have always been cornerstones of ABB's development programs. Its mission of "Evolution through Enhancement" has set the industry Gold Standard for lifecycle support for control systems. With a twenty-five year track record, ABB has established a history of developing new products in a way that allows for incremental adoption, allowing for minimum risk to operations and maximum investment protection.

In support of this mission, Automation Sentinel is the software asset management program that extends support for and the value of existing ABB control system software investments. It provides the best overall Return on Investment (ROI) for past, present and future ABB automation control system software investments.

The ABB logo, consisting of the letters 'ABB' in a bold, red, sans-serif font.

Introduction

The Automation Sentinel Program, as described in this document, assists system owners in actively managing their lifecycle costs in ABB control system software. With this program, they can keep control software up-to-date and maintain a flexible path forward to new system software technology. Automation Sentinel helps manage automation software assets with timely delivery of the latest system software releases, thus providing subscribers:

- Better productivity through enhanced software functionality
- Lower support cost and simpler software management through known annual subscription fee
- A way to stay current with the latest Industry/IT standards
- Access to the most current system documentation
- Evolution to higher level of human system interface, control, information management, and connectivity
- Evolution from traditional control systems to Freelance 800F to profit from the ease-of-use and lower maintenance cost

Delivers control system software services to match operational needs



Focused on maximizing Return on Assets (ROA) through Operational Excellence (OpX), plant managers look to improve overall productivity from their installed system by (1) adding new functions and features (improving performance), (2) extending its useful life and the applications within it (improving availability), and (3) reducing maintenance costs while improving overall reliability (improving quality).

With business conditions constantly changing, requiring faster turnarounds, greater customization, smaller lot sizes, and lower overall costs, more is required than what the first generation DCS systems could offer.

Today's collaborative process automation systems synchronize all process operations within one common environment for operations, engineering, and information. These system qualities allow plant operations to improve:

- Plant effectiveness – combining the right decisions with optimized work processes
- Plant agility – making 'on-the-fly' adjustments as business opportunities present themselves
- Performance – providing all plant personnel with the real-time performance and feedback



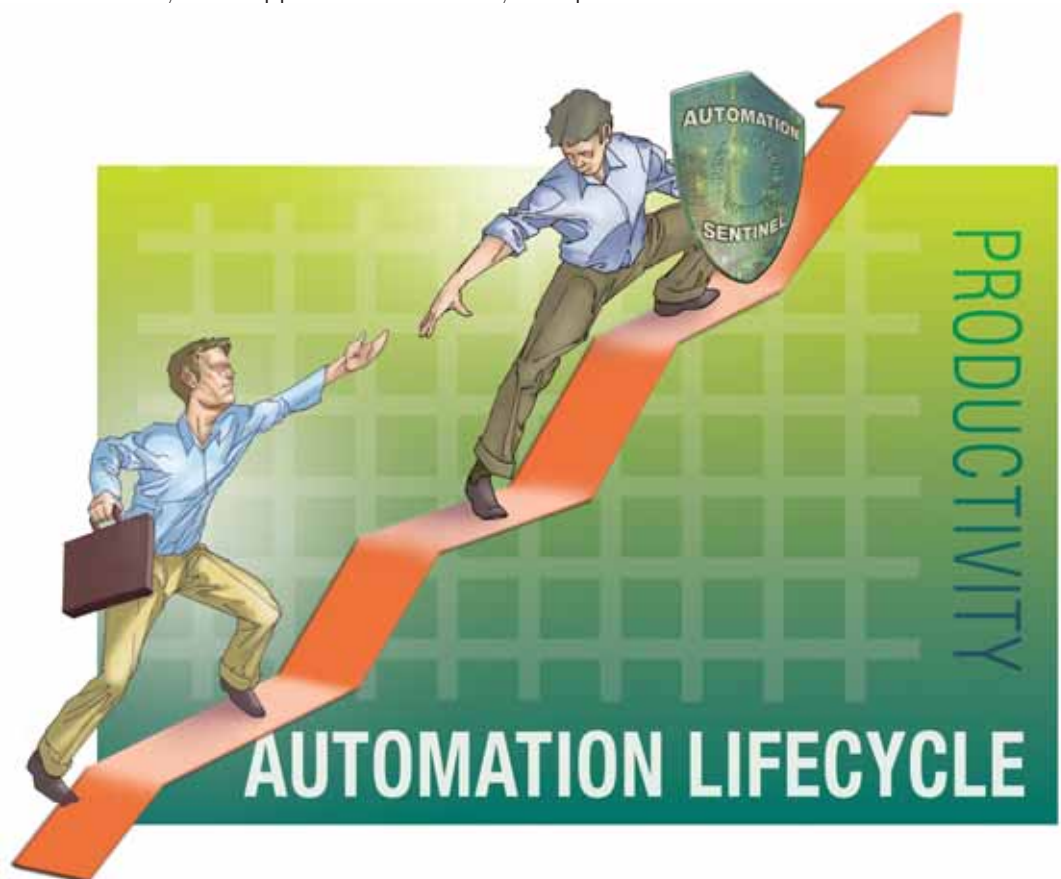


In response to system owner needs, the Automation Sentinel program provides the means to keep installed systems performing at a high level to meet production needs. It also provides the evolution path to newer technology system enhancements to improve plant effectiveness and long-term system software support through annual maintenance subscription budgeting. Automation Sentinel provides the most cost effective path to stay up-to date with Freelance 800F.

Supports lifecycle management of control system software assets

For many system owners, the expected useful life of their control systems is in the range of 20 to 25 years. However, control system technologies have changed substantially over the past 10 to 15 years. Systems now contain a substantial amount of Commercial-Off-the-Shelf (COTS) information technology in both the platform and software dimensions. As a result, system lifecycle costs are becoming much more difficult to predict and control.

To allow companies to control these costs, ABB has a formal written policy that governs its products' lifecycle. This policy is the most comprehensive and progressive control system lifecycle approach and guides ABB's behavior in the development, delivery and support of its control system products.



ABB's proven track record of providing maximum protection for existing control system investments, while adding new capabilities and functions with minimum risk to their operations.

Through the policy, the uncertainty and unpredictability of lifecycle management costs have been removed, which in turn allows system owners to make informed decisions, confidently plan budgets, and over the long-term, effectively control their lifecycle costs.

Automation Sentinel Program is the delivery mechanism for this software lifecycle policy. It provides clearly defined software support for installed products throughout the lifecycle phases. The program supports the system owner's lifecycle plans and needs through annual subscriptions providing for lowest system management cost with a predictable annual fee. Table 1 describes Automation Sentinel's simple structure for Freelance 800F. The price of the subscription service depends on the size of the system, based on number of "concurrent users" – physical workstations with monitor and keyboard used by plant personnel to access system information. Unlike other software management programs, Automation Sentinel subscription is based on the installed system and does not require the management of individual software products.

System Type	Number of Concurrent Users (Operator Station)
Type-0	0 concurrent users
Type-1	1 - 2 concurrent users
Type-2	3 - 5 concurrent users
Type-3	6 - 10 concurrent users
Type-4	more than 10 concurrent users

Table 1: Automation Sentinel subscription is based on installed system size.



Effective evolution process ensures greater productivity at lower lifecycle cost. Automation Sentinel can be used to simplify and improve the evolution plan's budgeting process.



Lowers system software lifecycle costs and risks through system evolution programs

ABB promotes a proactive approach to system evolution, working with system owners to stay current and avoid obsolescence through step-wise incremental upgrades. ABB is committed to maximizing the useful life of system owner's investments and understands there needs to be a balance between:

- The addition of new technology while improving productivity
- The need to mitigate risk and achieve ROI of investments previously made

A successful evolution program begins with a solid plan driven by the system owner's business goals. Good planning is critical for any incremental, step-wise evolution and can minimize the negative production impact of the actual system upgrading process. It can simplify the yearly budgeting process and can facilitate timing of system upgrades with planned plant shut-downs.

Different industries invariably have different strategies and business issues going forward. At ABB, account managers and technical experts work with system owners individually to address their unique needs. The collaborative relationship results in the best strategies for each individual site.

Automation Sentinel is the program that delivers system software evolution. With a Sentinel subscription, ABB system owners are eligible to receive software licenses for newer versions of their installed product.

Extended lifecycle support periods for Freelance 800F software versions

About ten years ago, with a desire for product flexibility and lower product cost, the market demanded the incorporation of open standards and Commercially-Off-The-Shelf (COTS) technology into automation products. Now, as the industry has delivered on these requests, the end-users have come to realize that COTS benefits are balanced by shorter product life and higher product support cost. For end-users looking to remove risk from their operations, upgrading software versions, PC hardware, etc., every 18 months is not a compatible solution. For 24/7 operation industries, this gives rise to the need for longer support periods and upgrade flexibility. Specifically, many

of ABB's system owners have expressed interest in “staying” on a software version for an extended period of time, and also desired a level of support for that software version.

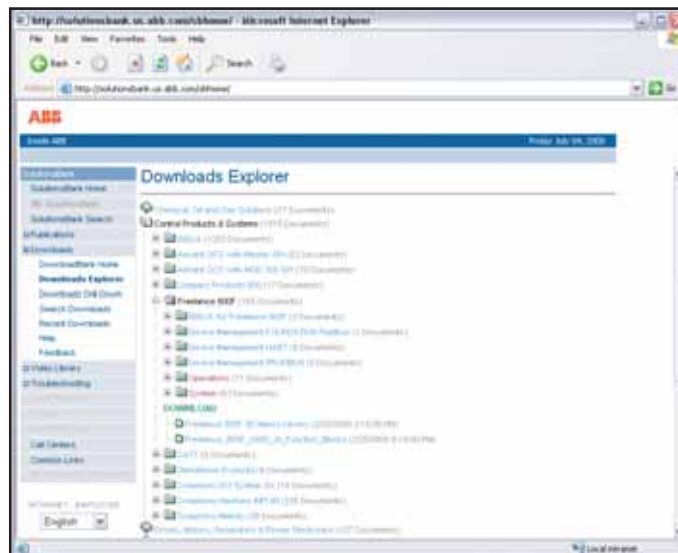
To address these business needs, Automation Sentinel delivers lifecycle support for Freelance 800F software versions for up to five years. The primary objective is to ensure that system owners can continue to use their software in their installation with predictable results. This is achieved by providing corrections for business critical issues and tested Microsoft updates and security releases throughout the software version's lifecycle¹⁾. This flexibility allows system owners to choose between “following” ABB software releases by upgrading their software at each release, or “staying” on a software version for an extended period between upgrades. In both cases, ABB system owners have defined support for their system and lifecycle plans.

Provides comprehensive software support

Automation Sentinel program is structured to reduce program administration. A single subscription covers software for a control system (consoles, engineering tools, system interfaces and control software). System owners are notified of upcoming subscription renewals and new software version releases that have occurred for their subscription.

The Automation Sentinel program provides system subscription owners licenses for new versions for installed software products, and software licenses for evolution to newer technology products. In addition, the program ensures users easy access to the software versions and all associated documentation, and technical phone support to product expertise that may be needed during the system software updating process.

Figure 1: Automation Sentinel SolutionsBank website for downloading software & publications.



¹⁾ Currently, Windows® Updates and security release tests are executed only for the operating system of the active version. Same tests for Windows® operating system of classic versions as of 2009



To accomplish this, each Automation Sentinel system subscription comes with technical phone support hours (included hours are based on system size) providing direct access to ABB's product knowledgeable personnel to answer software questions that may arise during system software upgrade periods. In addition, each subscription comes with a user access to the Sentinel SolutionsBank website where software/firmware and product documentation can be downloaded directly to the subscription owner (See Figure 1). This provides subscribers with immediate access to the information needed to complete software upgrades in a timely manner. The program deliverables are summarized below in Table 2.

Automation Sentinel Deliverables	
<input checked="" type="checkbox"/>	Licenses for new versions of installed software products
<input checked="" type="checkbox"/>	Software licenses for evolution to equivalent functions in newer technology products, including Freelance 800F
<input checked="" type="checkbox"/>	Support for Freelance 800F software versions... Up to five years
<input checked="" type="checkbox"/>	SolutionsBank website access for downloading software versions, security patches, and firmware code
<input checked="" type="checkbox"/>	SolutionsBank website access to product documentation and release notes
<input checked="" type="checkbox"/>	Technical phone support to assist system software updates
<input checked="" type="checkbox"/>	Timely notification of subscription renewal period
<input checked="" type="checkbox"/>	Timely notification of new software version releases

Table 2: Automation Sentinel deliverables.



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