

Case Study

Open platform for a connected world



ABB Robotics selects Wyless to deliver remote service on a global scale

Improving performance and lowering environmental impact.

The Company:

ABB Robotics is a leader in power and automation technologies that enable utility and industrial organisations to improve their performance while lowering environmental impact. The ABB Group of companies operates in around 100 countries and employs more than 110,000 people.

The Challenge:

Robots play a crucial role in the high productivity and availability of a production line. In order to deliver round the clock service, on a global scale, ABB Robotics required a worldwide wireless data network and an internet-based Management Platform to provide real-time control and visibility of its network and connections all day, every day.

“Prior to working with Wyless, we had limited experience of using or managing a global wireless network. However, we knew that to further improve our offering we needed to source a partner who could assist us with this. Wyless was the first company we spoke with and they demonstrated their knowledge in this market and showed us how their offering could



Summary

ABB Robotics' objective was to expand and improve their product offering but its innovative ideas were constrained by the prospect of managing a global wireless network with little expertise.

In Wyless, ABB discovered a true partner who lent expertise and worked with the company to develop the best solution possible to fit its needs.

The Solution:

Monitoring and maintaining a fleet of robots can be difficult as they are complex pieces of equipment and therefore require specialist technicians. The remote service logs the ABB robot's key diagnostic data and sends it remotely to an ABB service centre via GPRS technology. The robot can automatically alert the central database, alert the on-call service engineer, who can then immediately access a detailed data error log and quickly identify the exact fault.



At any time, from any location, an engineer can verify robot status and access important maintenance information about a robot system by logging into the ABB MyRobot website.

Business Benefits:

Wyless' managed wireless data network is currently operational in 30 countries for ABB Robotics. Its customers can now communicate data securely and reliably from the robots direct to the service centre. ABB Robotics has been able to extend the uptime of its robots and lower the overall cost of ownership through proactive maintenance and reduced production disturbances.

"Robots are complex pieces of equipment and therefore need specialist technicians to manage and fix them when a fault occurs. Through Wyless we can now monitor all the robots and alert customers to possible problems. Now 60-70 per cent of customer queries can be diagnosed and dealt with remotely and when required, a technician can be dispatched immediately," said Blanc.

"This project demonstrates true innovation. We can now offer our customers a fully managed service with reliable, global connectivity embedded into their robots." Blanc continued. ABB Robotics provides an integrated service, encompassing people, processes and technology to provide new value to its customers and cost savings to ABB.

The solution integrates the Wyless Management Platform, an Internet-based tool that provides unrivalled real-time network visibility, control and flexibility, to deliver a unique robot control centre. Wyless manages the network and the multiple relationships with Mobile Network Operators to reduce the complexities, risk and costs related to deploying and managing a global wireless network. Wyless' technology, patented Private

Fixed IP addressing, allows ABB's robots to communicate securely, utilising its two-way communication capabilities between its robots and the service centre, to provide improved and pro-active maintenance on a global scale.

In the near future ABB Robotics is aiming to extend its Wyless deployment to between 40-50 countries with 50% of its new robots to be monitored remotely through the offering.

"We are just at the start of our work with Wyless and hope to extend the offering to further improve customer service. We have focused primarily on maintenance but hope to expand the solution into other areas of our business in the future," concluded Blanc.

Testimonial:

Dominique Blanc, Product Manager Remote Service, ABB Robotics:

"Wyless provides a unique managed data network which enables us to communicate with our robots anywhere in the world. We have worked with Wyless to integrate its Management Platform into our Remote Service, so we can provide our customers with a reduction in the downtime of their equipment and in onsite maintenance. Our customers can be sure to have the best experts available 24-hours-a-day, seven days a week."



For more information;
e. marketing@wyless.com
www.wyless.com