

ELECTRIFICATION SERVICE

ABB Advisory Services help food & beverage leader to optimize operations globally

Improvement program identifies modernization opportunities - without replacing equipment



ABB's Electrification Service team in the US is celebrating a major contract for advisory services with a global food & beverage company. The result is an innovative consultancy-style agreement to share the benefits of ABB's expertise on an ongoing basis.

The challenge

Many large companies in the food & beverage sector operate multiple sites across the world. Optimizing operations on a global scale can be difficult and costly without the right expertise available. A solution that works in one location can be difficult to scale elsewhere.

A major player in the global food & beverage industry was looking to establish an improvement program to modernize its existing high-power electrical systems. Crucially, it wanted to achieve this without necessarily replacing those systems, requiring a very different kind of tender to a normal project. Rather than looking for an upgrade, the company wanted to create additional value from its existing assets, starting in the US before rolling out these improvements globally.

How ABB Advisory Services helped

After an initial assessment ABB identified one site to be a test bed for improvements, which could then be extrapolated across the rest of the business. A dedicated ABB Service team then carried out a

thorough examination of the site to gain a deep understanding of how it operated, and where the common pinch points were. Many aspects, such as product continuity and safety, had been reviewed before, but this was the first time ABB would be able to assess the situation at ground level and with the collaboration of the local team. Meanwhile, the service team also prepared extensive benchmarking research to identify the challenges facing the customer, how best to prioritize them, and how they could be solved efficiently and cost-effectively.

This exercise gave the customer all the information they needed to make informed choices, allowing them to select a bespoke package from fundamentals such as safety and reliability, while also considering factors such as personnel, lifecycle extension, and energy usage. Following the site study, a full dossier was provided not just of what could be upgraded, but what holistic changes could be made to improve operations, including case study examples of how such changes had helped other customers.

The customer was won over by the flexibility that this advisory option could offer, especially as ABB's recommendations could be scaled to meet their needs, using findings at the test site to drive improvements at other sites around the world. The deal was finalized and established a long-term partnership between the two companies, with plans put into place for priority maintenance and upgrade work which will be repeated every few years. Rather than being engaged for a single project, ABB now offers ongoing consultancy and advice, leveraging its 130 years of expertise in electrification to drive improvement both locally and globally, while providing true collaboration. ABB's global presence means that any new initiatives can be quickly and easily replicated at other sites, ensuring continuity and efficiency in the roll out. Additionally, a unique feature of the service is that it is supplier-agnostic, and so the ABB service team or engineer involved will make recommendations based on the best solution for the customer's specific needs, even if that includes products not made by ABB.

Outcome

From the customer's perspective, this innovative agreement allows them to rely on ABB's expertise and global scale, combined with local knowledge to build effective working relationships. In an industry where local on-site expertise is increasingly difficult to retain or replace, ABB's Advisory Services provide value through, general assessments, and identifying and fixing issues that emerge, all while boosting efficiency and resilience. The service is intended to help customers manage their electrical assets in every way. This can include identifying problems that the customer would otherwise struggle to identify themselves such as local regulations not being met, or simply identifying equipment which isn't working as well as it could.

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