ABB wins automation technology contract from Indonesia’s Fajar Paper

Automation system comprising distributed control system and quality control system will contribute to higher productivity and reliability of packaging paper production.

ABB has won an order from PT Fajar Surya Wisesa Tbk (Fajar Paper), a leading packaging paper manufacturer in Indonesia. The contract was booked end of 2014.

ABB will provide the automation system for paper machine 3 (PM3), one of the current five paper machines at Fajar Paper responsible for a combined production of around 1.2 million tons of packaging paper per year, including Coated Duplex Board, Kraft Liner Board and Corrugated Medium Paper.

“We are very happy to use ABB equipment on our paper machines and we appreciate how ABB always takes a long term view of their relationship with Fajar, seeing it as something that is more important than one single order,” said Wimba Wibawa, Engineering Director in PT Fajar Surya Wisesa TBk.

The scope of delivery comprises distributed control system for stock preparation, chemical area and paper machine and quality control system for paper machine with two scanners. The existing third-party automation system in PM3 will be replaced with ABB’s Automation System 800xA, thus resolving the legacy issue faced by the automation system. With this project, Fajar Paper will be one step closer to its plan of having a site-wide fully integrated automation system.

“We are delighted to collaborate with Fajar Paper once again after the successful execution of the automation system in paper machine 5 and we look forward to a long-standing and valuable partnership,” said Ravi N., manager of ABB’s Process Automation division in Singapore.

“ABB has extensive knowledge and experience in delivering such projects and will continue to build on this strong track record providing reliable and efficient technology for the paper industry.”

800xA is ABB’s flagship collaborative process automation platform comprising distributed control system, safety control system, quality control system and electrical control system.
ABB to provide traction equipment worth $85 million for fleet expansions of Stadler Rail trains

ABB traction technologies to help expand rail networks in Switzerland, Luxembourg and the Netherlands with reliable, energy-efficient trains

ABB, the leading power and automation technology group, has received orders worth $85 million from Swiss train manufacturer Stadler Rail to supply traction equipment for projects to expand public rail networks in Switzerland, Luxembourg, and the Netherlands. The orders were booked in the first quarter of 2015.

The new business follows earlier orders from rail operators to expand their existing fleets of Stadler trains for the Swiss Federal Railways (SBB), Luxembourg State Railways (CFL) and the Dutch State Railways (NS). The traction equipment will be installed in a total of 90 electric trains, including double-decker ‘KISS’ (for comfortable innovative speedy suburban in German) and regional ‘FLIRT’ (Fast Light Innovative Regional Train) trains for both suburban and intercity routes.

SBB and CFL already have Stadler trains with ABB traction equipment in successful and reliable daily operation in Switzerland and Luxembourg. The new order includes powerful and energy efficient traction converters with integrated power supplies, traction transformers, and battery chargers for 19 new double-decker trains for SBB’s S-Bahn in Zurich. Luxembourg’s CFL is expanding their existing Stadler double-decker KISS fleet for 15 kV alternating current (kVAC) and 25 kVAC line voltage for cross-border service between Luxembourg and Germany with additional 11 double-decker trains with ABB traction converters and traction transformers.

ABB will also supply lightweight, tailor-made compact traction converters with integrated onboard power supplies for electric Stadler trains for NS operating in the commuter and regional transport system nationwide. This particular order underscores Stadler and ABB’s long-term partnership and competitive flexibility with short delivery times by offering a fully proven vehicle concept with standardized traction technology platform. The trains will be delivered by the end of 2016.

“We see continued investment in both rolling stock and infrastructure to expand Europe’s rail network and meet rising commuter demand. For rail operators there is strong confidence in working with long term partners such as Stadler Rail and ABB, who collaborate to provide deep industry expertise and the latest innovations,” said Pekka Tiitinen, president of ABB’s Discrete Automation and Motion division. “We are pleased to see the growth story continues with both repeat orders and new customers from among the world’s leading rail operators. This order is a further example of ABB’s Next Level Strategy and our focus on expanding in growing markets.”

Since the two companies began working together in 2002, Stadler Rail has ordered ABB traction equipment for more than 1,500 regional trains and more than 300 light-rail vehicles. ABB is among the world’s largest independent suppliers to the rail industry, generating annual sales of more than $1.5 billion in its rail business.

ABB has a long history of providing innovative and energy-efficient technologies to the rail sector, manufacturing and servicing all components and sub-systems used in urban, intercity and high-speed networks, both for rail infrastructure and for rolling stock. ABB also provides life cycle service support, including maintenance and retrofit for its large, global installed base.
ABB successfully pulled a great crowd during the Indo Water 2015 expo and forum in Jakarta on May 27-29, 2015.

Indo Water is an annual event which brings together industry professionals to get updated on the latest trends and developments, source for new products and build partnership. They looked into available solutions for water, wastewater and recycling technology management. This year, Indo Water brought the theme of clean water and sustainable development.

At its booth, ABB prominently exhibited solutions that highlight the company’s contribution to the flexibility, reliability, and efficiency in producing clean water, and at the same time reduces energy consumption. On display, there were Drives, Freelance AC700 + S700, flow-meter, transmitter, low voltage products and Symphony Plus for water automation.

ABB’s participation in this exhibition allowed its valued customers and the conference delegates to keep abreast of ABB’s latest product development and technology updates, particularly for water sector.

Visit of Indonesian Minister of Public Works, Republic of Indonesia
ABB received the honor of the visit from the Indonesian Minister of Public Works, and his delegates to the booth. During his brief visit, he was enlightened with ABB’s capabilities in water sector, particularly in supporting government’s program in providing clean water for the people, such as issues of clean water distribution especially in remote area in Indonesia, sanitation improvement and making sure drinking water is in sufficient quality.

Furthermore, ABB also welcomed the visit from both existing and potential customers which led to business prospects of water projects in the last quarter of 2015 and in the first quarter of 2016. One of the potential projects are feeding water station, and also other industries such as coal power plant and geothermal power plant.

Globally, ABB has been equipping thousands of water projects, with electric systems through to automation for any type of water application. ABB’s expertise and full-range offering can help to solve all issues, from the design stage to the startup, and then throughout the system’s entire lifecycle.

Indonesia is a country with great business potential for water sector. This is supported by the fact that according to the World Bank, Indonesia still needs to add 2 million new piped water connections annually in order to achieve the Millennium Development Goals (MDGs) for water access. Furthermore providing clean water is a serious issue in Indonesia due to environmental degradation and pollution. Growing incomes and rapid urbanization in Indonesia have meant that the water supply and sanitation infrastructure is struggling to keep up with the growing demand for water services.

By participating in this exhibition, ABB aimed to look into opportunities where ABB may contribute more in helping to manage water for community and industrial needs.
As part of its efforts to provide better service for its business partners and to expand its business networks, ABB opened a representative office in Palembang, South Sumatra. The inauguration of this office took place on June 4, 2015 attended by nearly 300 business partners in a business gathering.

Dodon Ramlie, Director of ABB in Indonesia said that ABB envisions South Sumatra as a potential market, and as the market continues to grow, ABB decides to open a sales representative office in Palembang to capture the market’s potentials.

“For ABB, South Sumatra is considered as an area with great business potential especially when a lot of growing industries such as power, oil and gas, coal mining are developing their business operation. By opening an office as the extended arm, we aim to provide a better service for our customers, particularly in South Sumatera area”, said Dodon. He also added that ABB was looking forward to helping industries in this region to improve their productivity, and to support the government in developing sustainable levels of electrical power supply.

The inauguration was complemented by a one day workshop which served as a platform for customers to receive the latest technology updates from ABB that can help utility and industries improve their performance. During this seminar, the sessions were divided into two breakouts to accommodate specific topics for the selected industry sector, as well as to ensure a more focused and well-directed discussion.

In his opening remarks from Paranai Suhasfan, General Manager of PLN for South Sumatra, Jambi and Bengkulu area (S2JB) shared his encouraging support. “It is a very positive initiative from ABB to open an office in Palembang to cater the growing South Sumatera market. With an office and team based in Palembang, hopefully it will bring ABB closer to its customers as it provides a better and faster access to get in touch each other.”
The South Sumatra province is remarkably known as its ability to attract and sustain foreign and domestic investment, a facility that was measured according to the strength of existing hard and soft infrastructure, the business-friendly approach and institutional framework of the local authorities and the level of economic growth. South Sumatra scored well on all of these, making it one of Indonesia’s star investment provinces.

The province is also known as the home for coal and oil and gas. Indeed, South Sumatra is potentially one of the world’s coal kings. According to Central Bureau of Statistics figures, of Indonesia’s total coal reserves of 104.8bn tonnes, 52.4bn tonnes are in Sumatra, with 90% of these in South Sumatra. (source: Oxford business report)

Eddy Mukhtar was born and grew up in Palembang, South Sumatra. He is the native-son who is currently in charge as ABB’s branch manager in Palembang. Eddy joined ABB in 2013 as Senior Sales Engineer for medium voltage products and based in Jakarta, after his most recent position as key account manager of South Sumatra area, for an electrical engineering company in Palembang.

His education has brought his career in electrical engineering. Eddy holds a bachelor degree from Electrical Engineering of Sriwijaya University, Palembang. Being sales engineer has never been in his wildest dream. “After years in sales position, I found lots of interesting experience which made me love this profession even more,” said Eddy.

Eddy is very pleased with ABB’s initiative to open a representative office in Palembang. “South Sumatra holds a huge business potential in electrical engineering as the region sees an increasing industrial growth, which requires power and automation in managing the production plant”. Eddy emphasized ABB’s commitment to deliver better customer experience when dealing with ABB, by the opening of the office. “We are just a phone call away for customers to contact and if a communication with ABB’s head office in Jakarta is required, we would be happy to facilitate it”.

Customers may contact Eddy in his mobile phone 0811788467 or ABB’s office in Palembang 0711-5630165 / 66.
CIAC - Customer Information and Awareness Course
Understanding the proper maintenance of turbocharger

At ABB, we believe that customers should have access to the information they need to get the most out of their ABB products and systems and be able to understand how they can use that information to maximize their profitability. Based on this concept, ABB Turbocharging offers a training program for customers, CIAC (Customer Information and Awareness Course).

CIAC is a program that can be conducted at ABB’s service station or customer’s site, based on request. During this training, participants were given theoretical knowledge and direct experience to carry out the turbocharger service work at their workshop guided by ABB’s team of specialists. CIAC covers a whole range of turbocharger related topics, from first principles of ABB turbocharger operation, through cleaning to repair and maintenance procedures. CIAC provides an opportunity to inspect the inner workings of a turbocharger.

Thomas Frencis, Manager of Turbocharging in Indonesia encouraged customers to participate in this training program which is provided free of charge. “CIAC gives value not only for ABB but also for customers to understand more about the proper maintenance of their turbocharger”.

Within a full range of relevant topics, CIAC can be tailored to the specific needs of every end user. By joining CIAC, customers can be more proactive when making decisions for operation and maintenance because they get to understand the issues better.

If you are users of ABB turbocharger and interested in joining this program, please contact us: thomas.frencis@id.abb.com
ABB’s commitment to “CARE” the customers through service support agreements

As the preferred partner to service customer assets, equipment and systems across the entire lifecycle, ABB adopts the use of the term “Care” in service support agreements. “Care” is an internally an acknowledged name for service offerings. The term “Care” serves a dual purpose. It is synonymous with “maintenance” and speaks toward the physical upkeep of particular product, system and solution. Secondly, “Care” also illustrates the close relationship between ABB and its customers. In short, it demonstrates that we in ABB truly care about our customer’s individual needs.

Universally, the term “Care” is used by a variety of industries and it is not registered as a trademark by ABB. “Care” naming as a stand-alone term is not a differentiator for ABB offerings. There are many registrations containing the term “care” in the relevant trademark registers. To define the designation having “Care” as a component of an ABB offering, it should be used together with the trademark ABB written in plain letters. The “Care” naming convention will be adopted by the business units in various market segments and situations for example: ABB Drive Care, ABB Solar Care, ABB Robot Care, ABB Transformer Care, etc.

In Indonesia, ABB Drive Care service contracts is ABB’s strong commitment to allow customers’ business to prosper. With ABB customer care, the customers can get higher profit and cost control. There are three main objectives of ABB Drive Care: efficiency, cost control and focus on core activities. ABB Drives Care allows the customers to be more efficient. It can avoid hassle, wasted time and unnecessary bureaucracy in handling routine and emergency maintenance. On the other side, maintenance and other support activities are also offered at a fixed annual price, regardless of how often they are used and it benefits the customers. It also allows the customers to more focus on core activities by removing the burden and distractions of non-core activities and securing your drives are well maintained. By committing to the main objectives, ABB can position themselves to effect the changes they want to see.

The first of most common services is preventive care. All of the aging components in the drives are replaced according to a pre-defined maintenance schedule. Preventive maintenance kits and labor are also included. However, the annual inspections are an optional extra. By emphasizing in preventive care, it will extend the lifetime of the drives. The second is complete care that covers preventive care and repairs. It means that all the preventive maintenance kits, repair parts and labor are also included. So, the customers will benefit the fixed annual maintenance costs for drives. Third, it covers about technical support. ABB certified specialist will provide telephone support and troubleshooting advice for rapid drive recovery. When the customers need a support from the expert, it is just a phone away. The last one is response time. ABB certified specialist will travel to the customers’ site within an agreed period of time. It shows ABB’s commitment to serve the customers in the fastest way possible.

Besides the most common service mentioned previously, ABB Drive Care can include any service that fits the customer’s specific conditions. For example, ABB will ensure swift repair by always having critical spares close at hand. Trained personnel will also guarantee a better understanding of drive operation and more efficient maintenance. ABB also provides the cheapest, quickest way to replace a drive module and help to protect the environment with a one-year warranty. Not only that, ABB will recondition the module or drive a new lease of life and ensure that the customers will receive immediate alert in case of a drive failure.

So far, ABB Drive Care has been successfully adopted by the most important players as well as by small and medium size companies in several industries, such as food and beverage, chemicals, glass and glass products, water and wastewater, power generation, cement, petrochemicals and many more.
ABB in Indonesia conducts Distribution Automation Week 2015

To provide an opportunity for customers to experience our product portfolio, lifecycle services and latest ABB innovations on Distribution Automation, ABB in Indonesia conducted ABB Distribution Automation Week 2015, with the agenda that includes customer seminars and internal trainings on the topic of Distribution Automation products and solutions.

The Distribution Automation Week was opened with a 1-day training, which was attended by more than 15 representatives of ABB channel partners and also another 15 persons coming from internal ABB. The training comprised presentation of product portfolio to technical demonstrations.

While the second day was dedicated for customer which was held in ballroom of Le Meridien hotel with over 60 participants from utilities, process industries and universities which agenda was basically a replication of the 1st day agenda, it involved a larger scope of audience and purely focused on customer aspects. The day turned out to be very interactive with questions flying in the air during the presentations. The technology demos were also well received and gathered a plenty of interest during the breaks.

This Distribution Automation Week was gravitated around ABB’s Relion® product family with its different products series, and also series of its supporting products like RIO600 and COM600. Products series for MV applications were also highlighted, including the 605, 610, 611, 615, 620 and 630 series. The new technologies like Grid Automation, Redundant Ethernet protocols and Process bus had presented and demonstrated to the customers. As highlight of the technology demo, ABB InGRID (smart grid online demonstration system, which showcases ABB’s solutions for more efficient grid management) was introduced in an online demonstration system directly from Finland and controlled real time from Jakarta by using iPad. InGRID is a smart grid online demonstration system, which showcases ABB’s solutions for more efficient grid management. This can take place anywhere in the world, as there are high-definition (HD) web cameras that provide a visual overview of the detailed interaction between primary equipment and different intelligent control cabinets, and reliable wireless communication between the components and the MicroSCADA Pro control system.

The Distribution Automation week gave plenty of future opportunities for ABB also for customers which was seen as very important for Indonesian distribution automation market and it for sure has place also in the future.