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Abstract: Introducing Collaborative Operations Centers

Transforming big data into actionable information

Industry is entering a new era – of digitalization, big data and ever closer collaboration between companies and partners to make plant operations and service more efficient. As a pioneering technology leader in digital solutions, with an installed base of more than 70 million connected devices and 70,000 control systems, ABB is uniquely positioned to support this digital and collaborative transformation, providing a long term vision of remote operations and maintenance services.

This paper describes the new concept of managing services and advanced services. A Collaborative Operations Center becomes an essential element of a unprecedented Customer's experience, that helps power generation and water companies reap the full benefits of digitalization, to improve plant performance and operator efficiency. Through a high-speed, cyber-secure connection to the plant's distributed control system, the center monitors all key performance indicators to ensure that the entire plant is operating optimally within regulatory, load and process requirements.

The center continuously retrieves, stores and analyzes plant performance data, turning it into easy-to-use dashboards that make the data actionable for plant personnel and management. When responding to queries, the center provides immediate access to the experts with deep knowledge of the plant's process, systems and equipment.

Each query is ticketed, tracked and closed in a case management system to ensure transparency and efficiency.

Uniquely, everything is housed in one center of competence – remote monitoring, process and technology expertise, data analysis, dashboard creation and case management – and operated through a single cyber-secure platform.

In conclusion of the paper, ABB Collaborative Operations Center is presented, with a description of the Italian situation. This solution is part of ABB's portfolio of digital solutions, ABB Ability™, which helps customers turn the potential of digitalization and the Industrial Internet of Things into real, tangible value.

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