



Enline plc provide ABB LIMITED with Virtual Warehousing, Spares Provisioning and Support for their Hewlett-Packard based Advant Stations

Like many control systems, ABB has a standard computer that controls it, and proprietary software, which is operating system specific. ABB Advant Stations are based upon network linked HP Unix 700 series workstations and are used as the Man/Machine Interface (MMI). The termination of support for Hewlett-Packard legacy equipment raised issues with ABB's many users up and down the country. ABB had the technical know-how to carry out much of the break-fix repairs themselves, although there was a need for on-call telephone support to back this up.

The majority of ABB's client base is unable to upgrade the Advant Stations due to the software implications, and ABB have agreed to support them on their chosen version to accommodate them.

The supply of a "Hot spares" kit at each site was not a realistic option, so Enline worked to produce an exhaustive list of workstations and spares to enable ABB Limited to provide necessary support to their end users and meet their strict service level agreements. Enline plc provide hardware provisioning to ABB by holding an agreed level of spares in its warehousing facility for call off supply to UK based customer sites 24x7x365. As a part of this, Enline provides the necessary technical expertise to support ABB staff, thus minimising the cost of field engineers.

ABB now rely on Enline's expertise to manage spares and the process of supply and support, enabling close control of inventory and effective support for customers and engineers. All spares held are tested on a rolling basis and prior to despatch using HP recognised diagnostic tools. The 24hour engineer help line ensures that no matter what the time, dedicated, experienced help is on hand for both the hardware and the operating system.

John Byrne, Operations Support Manager for ABB Automation said "For various reasons, some of our customers are unable to migrate their older systems to current technology and we came to a point where we were struggling to support them because assistance was no longer available from our manufacturer.

We needed to find a company that was able to understand our requirements, and who would be able to supply and support a wide range of legacy equipment. We had a good history with Enline that made them the ideal choice as they have proven to be competent in these areas time and again. We are able to call on their technical engineers and parts holdings whenever we need to, any time and any day of the year. We know that we will be supported whenever necessary and this in turn means we can continue to support our own end-users."

Mike Nelsey, Managing Director of Enline is delighted with the outcome. "This is a great demonstration of our "cradle to grave" philosophy to HP users' equipment. We recognise that in many cases upgrading is not feasible just because a manufacturer's support has ceased, particularly as some of these systems can be embedded in large production systems. This approach gives peace of mind and a business proposition that ensures continuity. ABB are one of a growing number of customers with whom we work and I expect that this area of the market will continue to grow for us."



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Enline plc
T 0844 800 1985
F 0844 800 3018
E sales@enline.com
W www.enline.com
www.secondhandhp.co.uk