

FOR IMMEDIATE RELEASE

Hitachi ABB Power Grids launches global network of Collaborative Operations Centers and Grid Automation Shield program

With a follow-the-sun model, the network of Collaborative Operations Centers offers customers expert customer service and lifecycle management for protection and control systems, 24/7



Image of Collaborative Operations Centers

Zurich, June 29, 2021– Extending its global base of engineering and service centers, Hitachi ABB Power Grids has announced the opening of Collaborative Operations Centers (COC) for grid automation solutions at key regional centers around the world.

In addition, Hitachi ABB Power Grids announced its new lifecycle management program which enables customers to map and track their installed assets. The Grid Automation Shield program will provide up-to-date information about the product lifecycle and associated services required to optimize operations.

Already under development before the pandemic, the network of Collaborative Operations Centers and the Grid Automation Shield program are at the forefront of today's era of digitally enabled remote work and service, helping utilities and industries maintain and grow operations in challenging times.

“Our digitalized expert support delivers the attention and focus customers need to deal with some of their more complex issues,” said Massimo Danieli, Executive Vice President, Grid Automation, Hitachi ABB Power Grids. “The Collaborative Operation Centers and Grid Automation Shield program address our customers’ most urgent operational and technological needs and deliver full lifecycle value for their assets.”

Orsted, a global leader in green energy selected Hitachi ABB Power Grids to deploy and maintain the automation, protection, and control systems of its offshore wind farms. As part of a global framework agreement, Hitachi ABB Power Grids will leverage the Collaborative Operations Centers to provide ongoing support to Orsted's critical infrastructure and systems located across the world.

This will include expert consulting to ensure operational continuity and efficiency while safely integrating and generating renewable energy, as well as regular activities to ensure the highest levels of compliance for Orsted.

Globally, utilities and power system operators are contending with aging infrastructure that hampers their ability to expand coverage or add new services. Based on specific service level agreements, and through periodic investigations, services such as support, maintenance, patch management, engineering and more can be delivered over a secure remote platform to manage and protect customers' digital equipment. Working in harmony with engineering and service centers in more than 40 countries, the Collaborative Operations Centers in Malaysia, Australia, the United States, United Arab Emirates, Switzerland and Italy will ensure 24/7 world-class customer service is available 'locally', anywhere in the world.

At the same time, the Grid Automation Shield program offers customers access to the Collaborative Operations Portal and service agreements to access all the relevant information on their installed assets. The program delivers exclusive services for maintenance, evolution and continual enhancement of their grid automation and communication products and systems. This combined approach helps customers better review and plan updates and upgrades, paying particular attention to anticipating and addressing reliability and performance issues.

The program represents a new way to connect customer operations, engineering and business management with Hitachi ABB Power Grids' Internet of Things (IoT) applications and expertise, bundling industry knowledge, cloud-based solutions and remote services.

Links:

- 1) Service agreements ([hitachiabb-powergrids.com](https://www.hitachiabb-powergrids.com))
- 2) Grid Automation Shield Program ([hitachiabb-powergrids.com](https://www.hitachiabb-powergrids.com))

About Hitachi ABB Power Grids Ltd.

Hitachi ABB Power Grids is a global technology leader with a combined heritage of almost 250 years, employing around 36,000 people in 90 countries. Headquartered in Switzerland, the business serves utility, industry and infrastructure customers across the value chain, and emerging areas like sustainable mobility, smart cities, energy storage and data centers. With a proven track record, global footprint and unparalleled installed base, Hitachi ABB Power Grids balances social, environmental and economic values. It is committed to powering good for a sustainable energy future, with pioneering and digital technologies, as the partner of choice for enabling a stronger, smarter and greener grid. <https://www.hitachiabb-powergrids.com>

Information contained in this news release is current as of the date of the press announcement, but may be subject to change without prior notice.
