AVEVA™ Simulation on AVEVA™ Connect

Service Description

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AVEVA Simulation on AVEVA Connect

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Document Purpose and Audience

This document describes the functional digital services of AVEVA Simulation on AVEVA Connect, including its key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the AVEVA Connect service description which describes the common services available for all functional digital services on AVEVA Connect. Any additions or exceptions to the common services are described in this document.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on *the AVEVA site https://www.aveva.com/en/legal/*.

Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA's software-as-a-service cloud offerings.

About AVEVA Simulation

AVEVA Simulation on AVEVA Connect is a simulation platform for performing process design and operational studies using steady state and dynamic process simulation tools. It combines several of AVEVA's simulation solutions that can be used across various industries such as refining, chemicals, oil and gas, pharmaceuticals and petrochemicals.
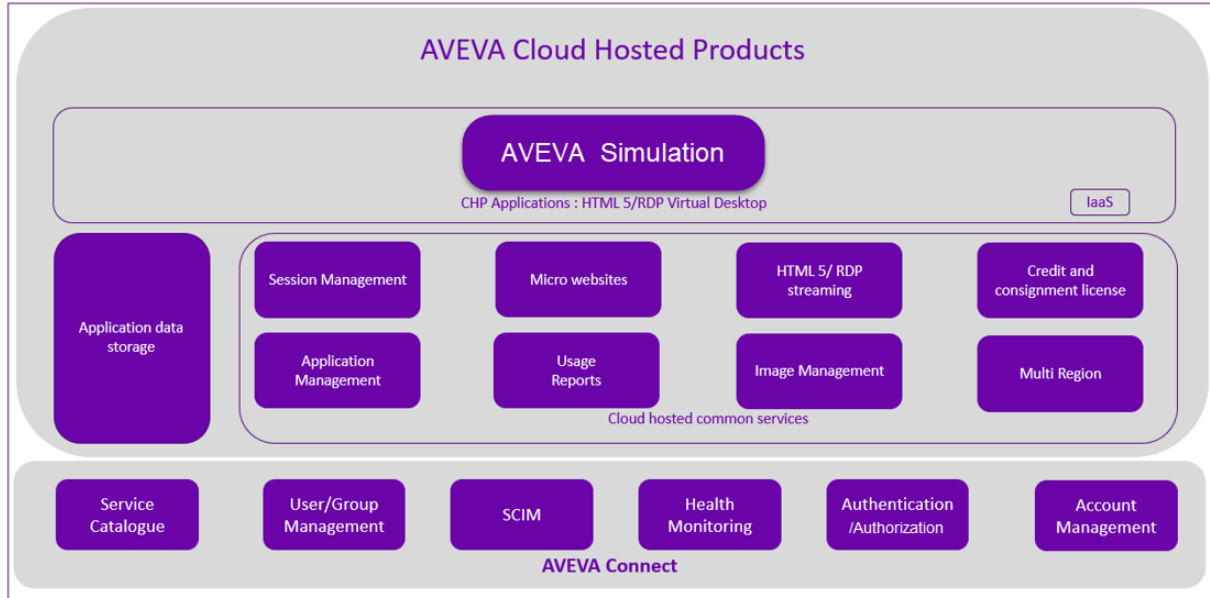
See *Applications Included in AVEVA Simulation* on page 5.

Key Features

In addition to the powerful features of the simulation applications, AVEVA Simulation on AVEVA Connect provides the following benefits:

- **Ready infrastructure**: Provides virtual infrastructure of AVEVA servers and software that is pre-installed, configured, and licensed.

- **Seamless maintenance, simplifies IT overheads**: New versions are automatically available as soon as they are released. This brings in efficiency and reduces IT costs.

- **Secure Access via AVEVA Connect**: A secure user access that allows the administrator to add and delete users, or edit privileges as needed.

- **Storage of simulation models**: When users disconnect from a simulation session, their simulation modeling work is preserved and stored in the cloud, and can be brought back into a newly created session.

- **Availability of standby virtual machines**: AVEVA Simulation enables the administrators to setup hot standby VMs for immediate allocation to users.

Architecture

Applications Included in AVEVA Simulation

AVEVA Simulation platform on AVEVA Connect includes the following simulation solutions from AVEVA:

- AVEVA PRO/II Simulation

- AVEVA Process Simulation

- AVEVA Dynamic Simulation

For exact versions of the applications included with each release, please see the Release Notes of AVEVA Simulation.

Service Overview

AVEVA Simulation on AVEVA Connect is a multi-tenanted application based on Microsoft Azure.

User Management

AVEVA Simulation on AVEVA Connect provides access to geographically dispersed users. All users and user groups are defined and managed using AVEVA Connect. AVEVA Simulation supports multiple roles, with each role defining a set of permissions. All users are assigned to at least one role and may be assigned to multiple roles.

Service Limitations

AVEVA Simulation has the following limitations:

- User customizations, wherein the user can code their own equations for simulations, is not supported.

- Third party extensions to AVEVA PRO/II Simulation cannot be run from AVEVA Simulation on AVEVA Connect.

- BLOB storage, which allows users to store unstructured data, is hard-coded in AVEVA Simulation. This can, however, be reconfigured by the users.

Regional Cloud Availability

AVEVA Simulation service is accessed via the HTML5-based RDP web client.

AVEVA Simulation service is available from the following public cloud regions:

- West US
- Central US
- North Europe - Ireland
- West Europe - Netherlands
- Southeast Asia - Singapore
- Brazil South
- Central India
- Japan East

Hardware and Software Requirements

AVEVA Simulation service is executed through application streaming technology. Therefore, client hardware requirements are minimal. Client software requirements are given below.

Client Software

Component	Minimum/Recommended
Web browser	Any modern browser (Internet Explorer and Safari are not supported)

Client Network

Component	Minimum/Recommended
Bandwidth	Minimum 16 Mbps Recommended bandwidth to the Internet per user for required performance: • <16 Mbps - Poor • 17 - 20 Mbps - Fair • 21 - 50 Mbps - Good >50 Mbps - Very Good Note that bandwidth requirement is scaled linearly for the number of parallel users.

Latency	< 150 ms to Azure datacenter
	Benchmark:
	• <50 ms - Very Good
	• 50-150 ms - Good
	• 151-250 ms - Marginal
	• >250 ms – Poor
	Tester here: *https://azurespeedtest.azurewebsites.net/*
Whitelist	• *. Websockets
	Domain:*.chp.connect.aveva.com

Security Standards and Compliance

For enhanced security, AVEVA Simulation service implements access control. Each AVEVA Simulation user requires an AVEVA Connect account, provided as part of the customer subscription when signing up to the AVEVA Connect framework agreement.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Simulation follows the time intervals given below.

• **Data Storage**: Data is stored in cloud storage for each user separately.

• **Data Backup**

  o Backup of a defined folder is taken in cloud storage when the virtual machines are terminated. They are copied back to the same folder when new machines are created.

  o Data retention is open-ended until the account is deleted.

• **Disaster Recovery**

  In the event of a service failure, AVEVA initiates a recovery process in accordance with RPO and RTO objectives detailed below.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Simulation	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Simulation	16 hours

Service Level Commitment

AVEVA Cloud Services are governed by the Cloud Service Agreement available on the AVEVA Legal site *AVEVA Cloud Services Agreement https://www.aveva.com/en/legal/cloud-services/*.

The *Service Level Commitment for AVEVA Cloud Services https://www.aveva.com/en/legal/trust/servicelevel/* is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

Decommission of the Service

Upon request and confirmation from the customer to decommission the service, AVEVA initiates the following:

- A system administrator is assigned to delete all customer data such as database, file storage, backups, and encryption keys.

- Removal of all cloud infrastructure and serverless resources associated with the customer tenant

A data destruction report confirming that the data was deleted in accordance with our procedure can be provided upon request.

Additional Services

AVEVA offers an extensive collection of Customer Success Accelerators, well-defined, outcome-based services that are designed to ensure you realize the maximum benefit from your investment in our software through all the lifecycle stages of your software application.

For more details, visit the *Customer Success Accelerators site https://www.aveva.com/en/support/customer-first/success-accelerators/*.