



AVEVA™ Enterprise Resource Management on AVEVA Connect

Service Description

Version 1.0

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AVEVA Enterprise Resource Management on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Enterprise Resource Management 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://sw.aveva.com>.

Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA cloud offers in their own IT landscape.

About AVEVA Enterprise Resource Management

AVEVA Enterprise Resource Management enables EPCs and Shipyards to execute more effective projects, providing industry-tuned features as well as integrating the business-critical processes of engineering & design, materials, planning and construction.

Features and Capabilities

- Catalogue Manager

The Catalogue Manager module addresses many of the typical engineering management issues and challenges encountered when working to critical deadlines, including:

- Potential pollution of the multi-project catalogue caused by duplicate coding or inconsistency of descriptions.
- The need to develop specifications rapidly for early estimates or FEED processes, and to handle approved changes by revision.
- Ensuring that both the 3D design team and the fabricators are working with the same components and descriptions as materials management.

- Planning

By supporting the assignment of all critical resource requirements, including material, documents, drawings and instructions, AVEVA Planning can significantly reduce project cost and delivery time, increasing business efficiency, profitability and competitive advantage.

- **Material**

The AVEVA ERM Material module provides easy access to accurate material information through every stage of a project, from its initial definition, through progressive refinement of all essential material information, to procurement and delivery on site.

- **Production**

The Production module is a powerful and comprehensive solution for the detailed planning, monitoring and control of the entire life cycles of fabrication and erection tasks - from their creation to scheduling and release, through to selecting, reserving and distributing materials.

AVEVA Enterprise Resource Management on AVEVA Connect offers lower cost of ownership as AVEVA manages the upgrade process and patching process for bug fixes, all infrastructure and associated upgrades and patches, as well as all operation such as backup, disaster recovery, security, monitoring, compliance and performance scaling. AVEVA Enterprise Resource Management on AVEVA Connect is accessible over the internet and provides complete control over the networking environment.

Service Overview

AVEVA Enterprise Resource Management, provisioned on AVEVA Connect, is deployed on a per customer organization, or per customer business unit basis. One production environment is provided per deployment by default.

AVEVA Enterprise Resource Management can be provisioned in a select number of regions across the world, but one AVEVA Enterprise Resource Management instance is provisioned entirely within a single selected region.

Contact AVEVA for further details.

User Management

Users are managed in AVEVA Connect and imported into AVEVA Enterprise Resource Management. User group assignments and role definitions are defined inside AVEVA Enterprise Resource Management.

Service Limitations

The following table presents the verified operational parameters and known limitations for a standard AVEVA Enterprise Resource Management instance. For operational requirements which fall outside these, please discuss with the AVEVA team.

Area	Summary	Criteria, Notes
Database	Maximum size of the production database	250GB of data. Larger database is supported, but RTO values are affected

Regional Cloud Availability

AVEVA Enterprise Resource Management is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

For AVEVA Enterprise Resource Management, engineering data can be located in a cloud region agreed with AVEVA in any of the following locations:

- Americas - North Virginia, Oregon
- Europe/Middle-East/Africa - Ireland, Frankfurt
- Asia-Pacific - Singapore, Tokyo, Sydney, Seoul

Client Hardware Requirements and Supported Browsers

The AVEVA Enterprise Resource Management 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	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, and Microsoft Edge, on desktop devices, including Windows, Mac, Chromebooks, and Linux PCs
Operating system	Any operating system supporting a compatible browser as listed above If using the AppStream 2.0 Windows Client, the minimum requirement is Windows 8.1 64-bit (or a later Windows version)

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Enterprise Resource Management follows the time lines given below.

- **Database Storage:** Architecture is being defined to enable efficient backup, and separation of executables from the persisted configuration, and data.
- **Data Backup**
 - Full backups are completed every **24 hours**.
 - Database archive logs for point-in-time recovery are backed up every **5 minutes**.
 - All backup data is stored in the same cloud region as the cloud service. All data is replicated across multiple data centers within the same region.
 - All backup data is retained for **2 weeks**. Backups are overwritten on a **28-day** cycle.
- **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 Enterprise Resource Management	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Enterprise Resource Management	8 hours

The AVEVA Enterprise Resource Management database is configured with an up-to-date fail-over instance running in a separate availability zone. Disaster recovery and disaster recovery testing follow similar principals as the backup system using AWS services. At its discretion, AVEVA performs modeling/desktop and actual incident response drills, including disaster recovery scenarios but does not communicate the results of these exercises for reasons of security.

- **Service Level Agreement (SLA)**

AVEVA Enterprise Resource Management is governed by the Product Schedule SLA available at the *AVEVA SaaS Product Schedule site* <https://sw.aveva.com/legal/saas-product-schedule>.

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://sw.aveva.com/support/customer-first/success-accelerators>.