AVEVA™ Insight - Predictive Analytics on AVEVA™ Connect

Service Description

Version 1.0

Contents

AVEVA Insight - Predictive Analytics on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Insight - Predictive Analytics 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 to leverage AVEVA cloud offers in their own IT landscape.

About AVEVA Insight - Predictive Analytics

AVEVA Insight - Predictive Analytics monitors the real-time health and performance of critical assets. AVEVA Insight - Predictive Analytics uses artificial intelligence, advanced pattern recognition and sophisticated data mining techniques to determine when a piece of equipment is performing poorly or is likely to fail. The early identification of equipment problems leads to reduced maintenance costs and increased availability, reliability, production quality and capacity.

AVEVA Insight - Predictive Analytics learns from an asset's individual operating history and develops a series of normal operational profiles for each specific piece of equipment. AVEVA Insight - Predictive Analytics then compares the known operational profiles with real-time operating data to detect the subtle changes in system behavior that are often the early warning signs of pending equipment failure. An advanced alert manager and email notification provide near real-time updates of how well a plant or system is functioning. AVEVA Insight - Predictive Analytics includes an advanced analysis application for identifying why an asset is not performing as expected. The software is not specific to certain types of equipment or processes and has been used in a wide variety of equipment health and performance monitoring applications.

Components

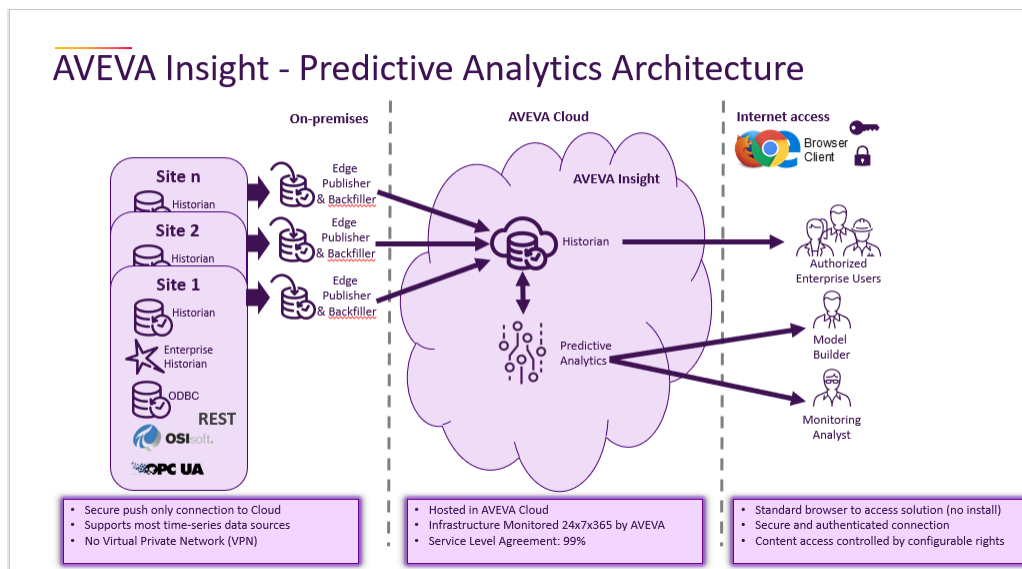AVEVA Insight - Predictive Analytics is composed of three systems.

- The Model Builder Client: Windows application for creating models, cleansing data, deploying models, and for system administration.

- The Server: Windows services that periodically compares the current sensor values in a model with the asset signature captured from historical data.

- Monitoring client: Web-based application for monitoring and diagnosing alerts.

AVEVA Insight - Predictive Analytics stores its configuration and transactional data in a Microsoft SQL Azure database, and time series data in an embedded Historian database.

Key features of AVEVA Insight - Predictive Analytics on AVEVA Connect are:

- AVEVA Insight - Predictive Analytics provisioned on AVEVA Connect deploys all these three components on a single Windows Server virtual machine.

- Access to the system is controlled via the AVEVA Connect, and software usage is streamed from the virtual machines.

- AVEVA Insight - Predictive Analytics is a single tenant software. While users access their systems through AVEVA Connect for their environment, the rest of their assets are completely separate.

Architecture on AVEVA Connect

Service Overview

AVEVA Insight - Predictive Analytics managed service on AVEVA Connect provides access to dispersed users. All users, user groups and roles are defined and managed using AVEVA Connect.

Service Limitations

These are the limitations of AVEVA Insight - Predictive Analytics on AVEVA Connect:

- AVEVA Insight - Predictive Analytics retrieves its data from AVEVA Insight. As such, on premises historian data for the assets monitored by AVEVA Predictive Analytics need to be published to AVEVA Insight. This is a requirement for centralizing all the data in one platform is actually an advantage, providing several additional capabilities and brings more value to the original data.

- The REST API is not available.

Regional Cloud Availability

AVEVA Insight - Predictive Analytics is accessed via the public Internet using HTTPS/TLS, and is available from the following public cloud regions:

- West US

- North Europe

- Southeast Asia

Software Requirements

As AVEVA Insight - Predictive Analytics is provisioned on AVEVA Connect, a supported browser is the only requirement to use it.

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, and Microsoft Edge.
Internet connection	10 mbps or higher per user

Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Insight - Predictive Analytics restricts access by roles, and users must be assigned to roles to have access to the relevant software functions.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Insight - Predictive Analytics follows the time lines given below.

- **Database Storage**: AVEVA Insight - Predictive Analytics on the AVEVA Connect runs on Microsoft SQL Azure database.

- **Data Backup**

  o Full backups are completed **every week**, with differential backup available every **12 hours**.

  o All backup data is retained for **7 days**. Backup on Saturdays is maintained for **4 weeks**.

- **Disaster Recovery**

  In case of a disaster, services and data are restored in an alternate environment leveraging latest available backup.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Insight - Predictive Analytics	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Insight - Predictive Analytics	48 hours

- **Service Level Agreement (SLA)**

  AVEVA Insight - Predictive Analytics 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 lifecyde stages of your software application.

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

Depending on the contract details, our project services include:

- Project management (PM)/project engineering (PE)

- Point configuration planning and mapping

- On-premises historian data publishing

- System configuration

- Knowledge transfer

- User training

- Model building and tuning training

- Monitoring of alerts (Monitoring as a Service)