



AVEVA™ Insight on AVEVA™ Connect

Service Description

Version 1.0

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AVEVA Insight on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Insight 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

AVEVA Insight on AVEVA Connect is a powerful and secure cloud environment for operational continuity. It enables collection, storage and visualization of operations data, as well as provides cloud-based MES (Manufacturing Execution System) functionality, condition management, advanced analytics, machine learning, mobile reporting and much more, to help you and your team better manage your assets and operations.

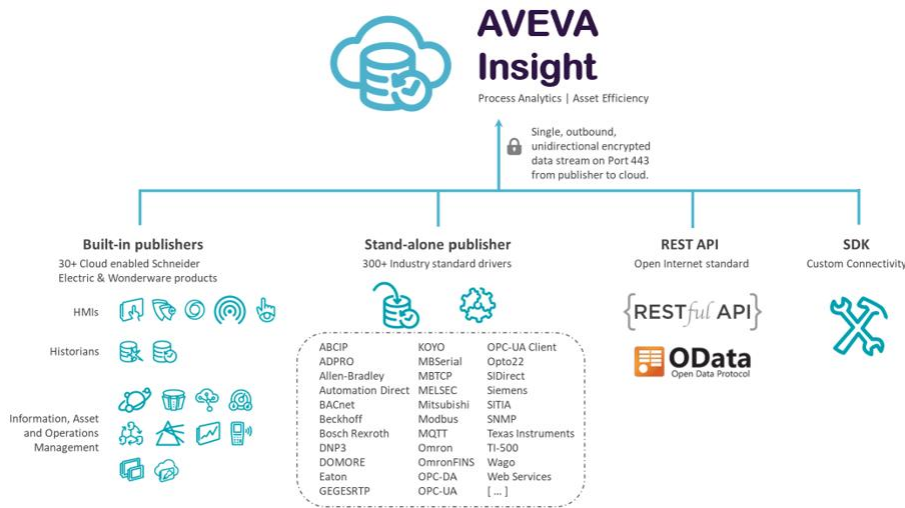
AVEVA Insight enables users to:

- Connect with critical production data anywhere, anytime and on any device
- Unlock the plant performance and efficiency KPIs such as OEE and asset utilization
- Compare results/data across assets, plants or fleets
- Understand the performance and state of assets and production processes in a visual context
- Create personalized content, dashboards and alerts
- Share and collaborate across different teams and assets that are geographically spread out

Architecture

AVEVA Insight is a vendor and system agnostic service. Using the AVEVA Insight publishers and open APIs, you can bring in the operational data from a variety of sources, into a single outbound, unidirectional, encrypted data stream thereby providing a unified stream of actionable intelligence for process analytics and asset efficiency.

The publishers can connect to the cloud to push data in to AVEVA Insight. AVEVA leverages standard https protocols for publishing of data, and has tools that can be used to cater for corporate DMZ architectures that limit outbound connections to a small whitelist of sites.



Service Overview

AVEVA Insight on AVEVA Connect is a multi-tenanted application based on Microsoft Azure. AVEVA Insight service provides access to geographically dispersed users.

Service Limitations

limitations AVEVA Insight has the following limitations:

- The service supports a maximum system sizing of 2 million tags
- The service supports a maximum data rate of 250,000 changes per second

Regional Cloud Availability

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

- US
- EMEA
- Australia

Hardware and Software Requirements

As AVEVA Insight 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, and Microsoft Edge.
Internet connection	10 mbps or higher per user

Firewall Port	HTTPS port 443 (For the AVEVA Insight publisher connection to the cloud.)
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Security Standards and Compliance

AVEVA Insight is a native cloud offering built on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Insight restricts access by location and/or by asset. Users must be assigned to the location and/or the asset 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 follows the time lines given below.

- **Database Storage:** AVEVA Insight runs on a proprietary database on top of the native Azure services.
- **Data Backup**
 - Process, event, and metadata are stored as Blob (binary large object) in storage accounts with geo-redundant storage (GRS) enabled to store three copies of data.
 - News, comments, content, journals, CIM and MES data are stored in the Cosmos database, backed up every **4 hours**.

- **Disaster Recovery**

AVEVA follows predefined procedures for restoration and 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	4 hours (At a minimum daily off-site backups are maintained).

Cloud Service	Recovery Time Objective (RTO)
AVEVA Insight	24 hours (including provisioning, service deployment, and testing)

- **Service Level Agreement (SLA)**

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

Decommission of the Service

The customers are able to request a copy of the data for up to **60 days** from termination, beyond which AVEVA does not have the obligation to continue to store customer data. During this period, if a customer deletes a solution, then after **10 days** of deletion, data will be deleted and will not be recoverable.

Normal maintenance process ensures that data is deleted between **61-75 days** from the termination date.

Decommission of the AVEVA Insight service can happen under these scenarios:

- **By customer request**

Termination date is taken as the date when the request is received.

- **If renewal becomes 21 days overdue**

Termination date is taken as the renewal date.

For more generic information on decommission and data destruction, see the AVEVA Connect service description.

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>.