



AVEVA™ Enterprise Resource Management on AVEVA™ Connect

Service Description

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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://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 offerings.

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 by supporting a common, consistent catalogue, supporting multiple design tools and client catalogues. Ensuring the 3D design team, materials management, supply chain and the fabricators are working with the same material ID through the complete end-to-end process.

Whilst supporting catalogues for all disciplines one of the key capabilities is the rapid generation of pipe classes to enable early model development and the support approved changes by revision control.

- **Planning**

By supporting the assignment of all critical resource requirements, including material, documents, drawings and instructions, the Planning module can significantly reduce project cost and delivery time, increasing business efficiency, profitability and competitive advantage. The Planning module has a bi-direction interface to the key planning products.

- **Material**

The Material module provides easy access to accurate material requirements through every stage of a project, from its initial estimate definition, through progressive refinement of the model and non-modelled material ensuring the most accurate requisitions are passed to procurement.

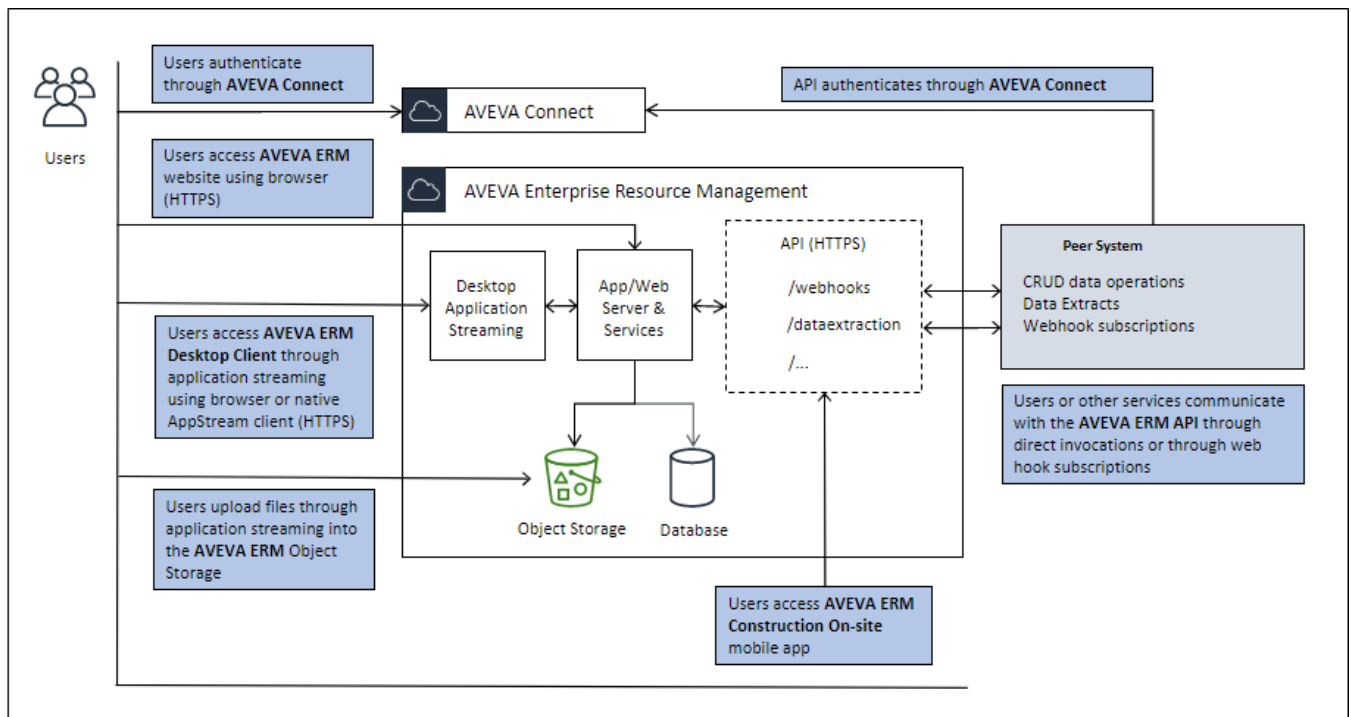
The Material module processes requisitions through the full supply chain from Enquiries through Purchase Orders, Expediting, Inspections, Logistics into a full warehouse module, providing accurate and up to date material status to support the fabrication and construction process.

- **Construction**

The Construction 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. The module fully supports the AWP methodology, creating CWP, EWP, IWP, FWP, SWP and other packages.

AVEVA Enterprise Resource Management on AVEVA Connect offers lower cost of ownership as AVEVA manages the upgrade process including database upgrades, as well as all operation tasks 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.

Architecture



The functional architecture for AVEVA Enterprise Resource Management is shown in the diagram above.

Users authenticate through AVEVA Connect, and then login to the application desktop client by selecting the appropriate environment to use. The application is streamed to the user through the application streaming technology AppStream 2.0 provided by Amazon AWS. Files can be uploaded to AVEVA Enterprise Resource Management through the application streaming interface. Additionally, users of the AVEVA ERM Construction On-site app communicate through the API.

For integration purposes, the AVEVA Enterprise Resource Management API is available online with authentication provided through AVEVA Connect.

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.

For deployments under SLA, only the production environment is covered by the SLA. Any additional environments or deployments not under SLA are best effort.

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, London
- Asia-Pacific - Singapore, Tokyo, Sydney, Seoul, Mumbai

In addition to the selected region, the application hosts the following components in the Ireland region:

- The AVEVA Enterprise Resource Management Connect website, from where the individual environments can be started.
- The AVEVA Enterprise Resource Management API proxy, which routes all external API requests and responses

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 (for Desktop Client)

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox 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)

Additionally, the user can access part of the AVEVA Enterprise Resource Management service through the AVEVA ERM Construction On-site mobile app. The app is supported on Android/iOS compatible devices with the following requirements.

Operating System	Minimum/Recommended
Android	Minimum Android version: 5.0 (API Level 21) Target/Recommended android version: 11 (API level 30)
iOS	Version 9 or higher

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Enterprise Resource Management follows the timeline 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 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:

- Deletion of all customer data held in databases, file storage and back-ups
- Removal of all cloud infrastructure and serverless resources associated with the customer tenant

A backup of the database and file/object-based data may be provided (for an additional fee) upon request from the customer as part of the request for decommissioning.

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/>.