



AVEVA™ Insight - BI Gateway on AVEVA™ Connect

Service Description



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# AVEVA Insight - BI Gateway on AVEVA Connect

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## Document Purpose and Audience

### Document Purpose

This document describes the functional digital services of AVEVA Insight - BI Gateway 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 cloud offers in their own IT landscape.

## About AVEVA Insight - BI Gateway

AVEVA Insight - BI Gateway is an enterprise manufacturing intelligence (EMI) solution that automates the extraction, transformation and storage of operational KPIs, metrics and related contextual information across the data structures of AVEVA Insight.

While AVEVA Insight already delivers user-friendly analytics and dashboard-based monitoring of metrics, the advanced capabilities of AVEVA Insight - BI Gateway takes things further by enabling workers and decision-makers across the organization to use their preferred IT/BI tools to query the operations data. AVEVA Insight - BI Gateway consolidates and contextualizes data for easy consumption by Business Intelligence (BI) tools such as Tableau, Microsoft Power BI, and others, eliminating the need to work with REST Application Programming Interfaces (APIs).

End users of these BI tools can seamlessly extract data from the multi-dimensional data store and visualize it, in context, wherever they may be working. For example, Finance teams can easily analyze the operational data.

### Key Features and Benefits

Being tightly integrated with AVEVA's Cloud platform, AVEVA Insight - BI Gateway offers the following features and key benefits:

- Centralized authentication and authorization, enhanced security, and a single point of entry
- Benefit from all other features of the AVEVA Insight platform, including its core capabilities, such as historical storage and visualization of tags historical data, alarms, events, asset model, operational data, rules-based engine, dashboards, graphics, calculation engine, no-touch analytics on incoming data.

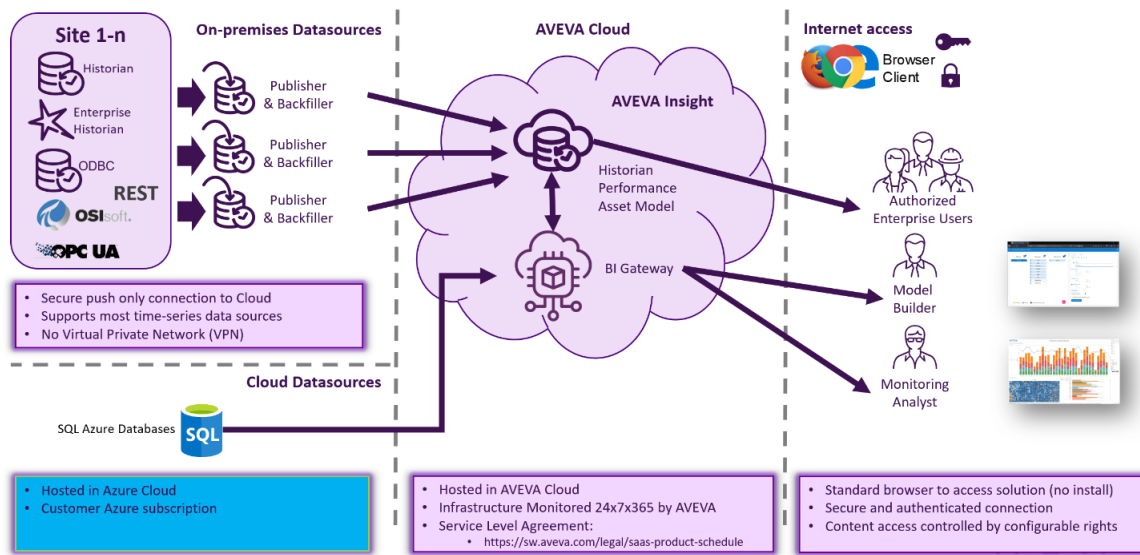
- Benefit from additional modules such as Guided Analytics, Advanced Analytics, Asset Library, and several more to come (this is an optional feature).
- Enhanced collaboration between users by sharing information, results, and dashboards.
- Benefits of using the service on the cloud:
  - Using the cloud's inherent benefits in scalability and reliability, AVEVA Insight - BI Gateway on AVEVA Connect provides a secure environment that is managed for you to always have the latest software and versions.
  - Simplifies your IT operations, and reduces costs of deployment and management of new hardware and systems.
  - Reduces overall cost of ownership while giving you the benefit of quick deployment.

### Architecture

AVEVA Insight - BI Gateway is composed of two main components:

- **The Model Builder Client:** This is a web-based application for designing dimensional data models (also known as star-schema data model), deploying model, and for system administration.
- **The data store:** AVEVA Insight - BI Gateway stores its configuration and transactional data in a Microsoft SQL Azure database. It includes dimensional data model definition, staging, execution monitoring and data cube.

## AVEVA Insight – BI Gateway Architecture



The above diagram shows that AVEVA Insight - BI Gateway is a module that primarily leverages data from the various AVEVA Insight structures (time-series, performance, assets, etc). Optionally, this can be complemented by another SQL Azure data source. Users can then use their favorite BI tool to access the data store created by AVEVA Insight - BI Gateway on Microsoft SQL Azure, for monitoring purposes.

## Service Overview

AVEVA Insight - BI Gateway is a single tenant software. Each customer gets a separate Microsoft SQL Azure database, containing both their model configuration and the results (the data store).

AVEVA Insight - BI Gateway capacity provisioned on AVEVA Connect deploys the two components of AVEVA Insight - BI Gateway, namely the model builder client and the data store, on an Azure Docker instance paired with its Azure SQL database segregated by tenant.

Access to the system is controlled via AVEVA Connect.

Authentication is provided through Microsoft Azure Active Directory.

## Service Limitations

AVEVA Insight - BI Gateway has the following limitation:

- User access to SQL Azure data store is limited to 25 simultaneous users only.

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**NOTE:** For larger implementations, contact your Sales team for definition of an enterprise license which may involve larger Azure resources subscriptions or leveraging analytics tools advanced features such as Tableau Extract/Microsoft Power BI Refresh which regularly and incrementally update their internal dataset to sustain large dashboard user access.

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## Regional Cloud Availability

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

- West US
- North Europe - Ireland
- Southeast Asia - Australia

## Hardware and Software Requirements

As AVEVA Insight - BI Gateway 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

## Security Standards and Compliance

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA Insight - BI Gateway 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 - BI Gateway follows the time lines given below.

- **Database Storage:** AVEVA Insight - BI Gateway on the AVEVA Connect runs on Microsoft SQL Azure database.
- **Data Backup**
  - Full backups are completed every week, with differential backup available every **12 hours**.
  - All backup data is retained for 7 days. Backup taken 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 - BI Gateway	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Insight - BI Gateway	48 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.

## Dependency on AVEVA Insight

AVEVA Insight - BI Gateway leverages data from AVEVA Insight structures, hence service interruptions may have an impact on the availability of current data. However, as soon as the AVEVA Insight services are back on line, AVEVA Insight - BI Gateway will recover from where it left off and backfill the gap in the data store.

## Decommission of the Service

Upon request and confirmation from the customer, the AVEVA Connect Account, BI Gateway services instances, and the Microsoft SQL Azure data store will be deleted. A backup of the SQL Azure data store may be provided (for an additional fee) upon request from the customer within **30 days** of the request for deletion of the account (or end of subscription).

## 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/>.