



AVEVA™ Insight on CONNECT Service Description

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AVEVA Insight on CONNECT

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Insight on CONNECT including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT service description, which describes the common services available for all functional digital services on CONNECT. Any additions or exceptions to the common services are described in this document.

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

AVEVA Insight 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, 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
- Get early warning detection of potential sensor and asset anomalies.
- Create personalized content, dashboards, and alerts.
- Share and collaborate across different teams and assets that are geographically spread out.
- Integrate with general purpose cameras and easily converts images into classification-based analytics. The analytics provide alerts and notifications from real-time image streams.

AVEVA Insight Modules

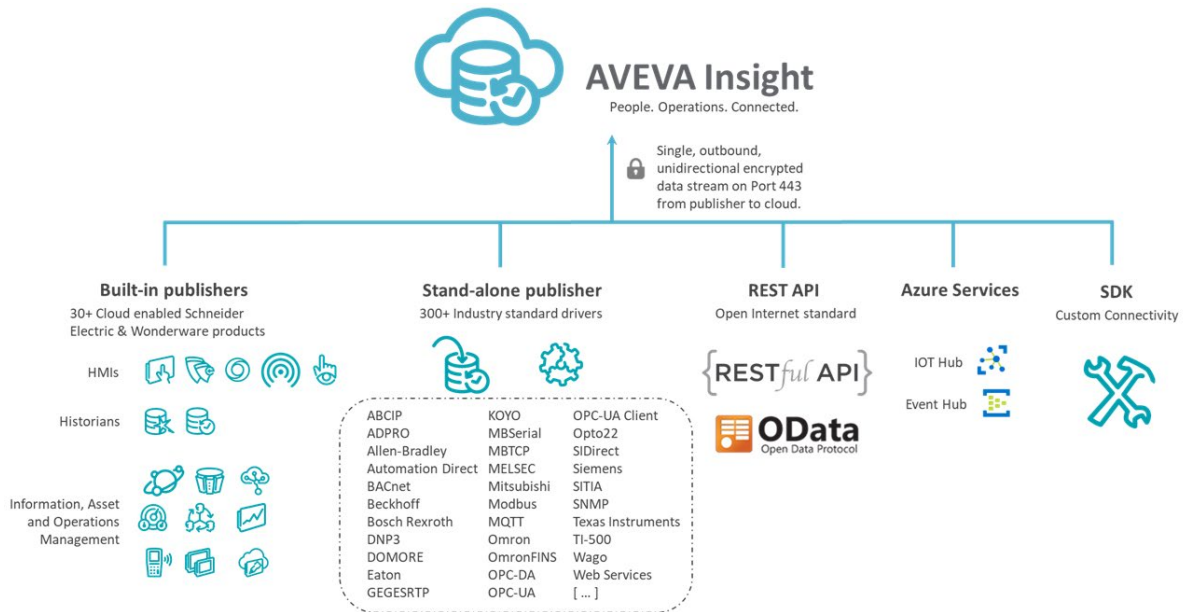
AVEVA Insight offers the following fully integrated add-on modules:

- **BI Gateway:** Automate the extraction, transformation, and storage of operational KPIs with enterprise manufacturing intelligence (EMI) solution.
- **Guided Analytics:** Increase plant asset and production line utilization and efficiency, identify areas of improvement with root cause analysis. Standardize and compare OEE KPIs.
- **Predictive Asset Optimization:** Optimize your operations by combining simulation and machine learning to detect anomalies earlier and with more clarity. Predict the Remaining Useful Life of your equipment to analyze and evaluate the options to schedule maintenance.

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 publishers from AVEVA on-premises offers and drivers from numerous industrial devices into AVEVA Insight without exposing critical systems to the internet. Additional methods of ingesting data include REST, a provided SDK, and native Azure Services. Together these provide a unified stream of actionable intelligence for collaboration, process analytics, and asset efficiency.

AVEVA leverages standard https protocols for publishing data and has tools that can be used for corporate DMZ architectures that limit outbound connections to a narrow, fully managed allow list of endpoints.



Service Overview

AVEVA Insight makes detailed operational data readily accessible anytime, anywhere, from any device.

Service Limitations

AVEVA Insight on CONNECT 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
- Guided Analytics has a maximum of 30 tags per model

Regional Cloud Availability

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

AVEVA Insight is available for deployment in the following public cloud regions:

- Americas - US West - California
- Asia-Pacific - Australia East - New South Wales
- Europe North - Ireland

Hardware and Software Requirements

AVEVA Insight is executed through application streaming technology therefore, client hardware requirements are minimal. Client software requirements are given below.

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	Only outbound connections on HTTPS port 443 (for access to the AVEVA Insight web pages and for the AVEVA Insight publisher connection to the cloud.)

Security Standards and Compliance

For enhanced security AVEVA Insight follows these practices:

AVEVA Insight is a native cloud offering designed and built following a certified ISASecure/IEC 62443 methodology. AVEVA Insight uses server-side encryption with managed encryption keys to ensure the encryption of all data-at-rest and in motion throughout the system.

AVEVA Insight runs in Microsoft Azure data centers and leverages their physical security.

In addition to the technologies and architectural practices that ensure high security for 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.

Decommission of the AVEVA Insight Service

Upon request and confirmation from the customer to decommission Insight, AVEVA will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service:

Customers are able to request a copy of the data for up to **60 days** after terminating a paid subscription, 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 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 CONNECT service description.

NOTE: At the end of every 90-day product evaluation, any evaluation data is destroyed and the environment is decommissioned.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Insight follows the timelines 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**.
 - Guided analytics models are stored into an Azure SQL database, backed up continuously (leveraging SQL Azure Point in Time Recovery).

- **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	12 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 Commitment

AVEVA Cloud Services are governed by the AVEVA General Terms and Conditions.

The AVEVA Cloud Service Level Commitment is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

Both documents are available on the AVEVA web site at <https://www.aveva.com/en/legal>.

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 at <https://www.aveva.com/en/support/customer-first/success-accelerators/>.