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## AVEVA™ Point Cloud Manager on CONNECT Service Description



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# AVEVA Point Cloud Manager on CONNECT

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## Document Purpose and Audience

### Document Purpose

This document describes AVEVA Point Cloud Manager on CONNECT, including its 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.

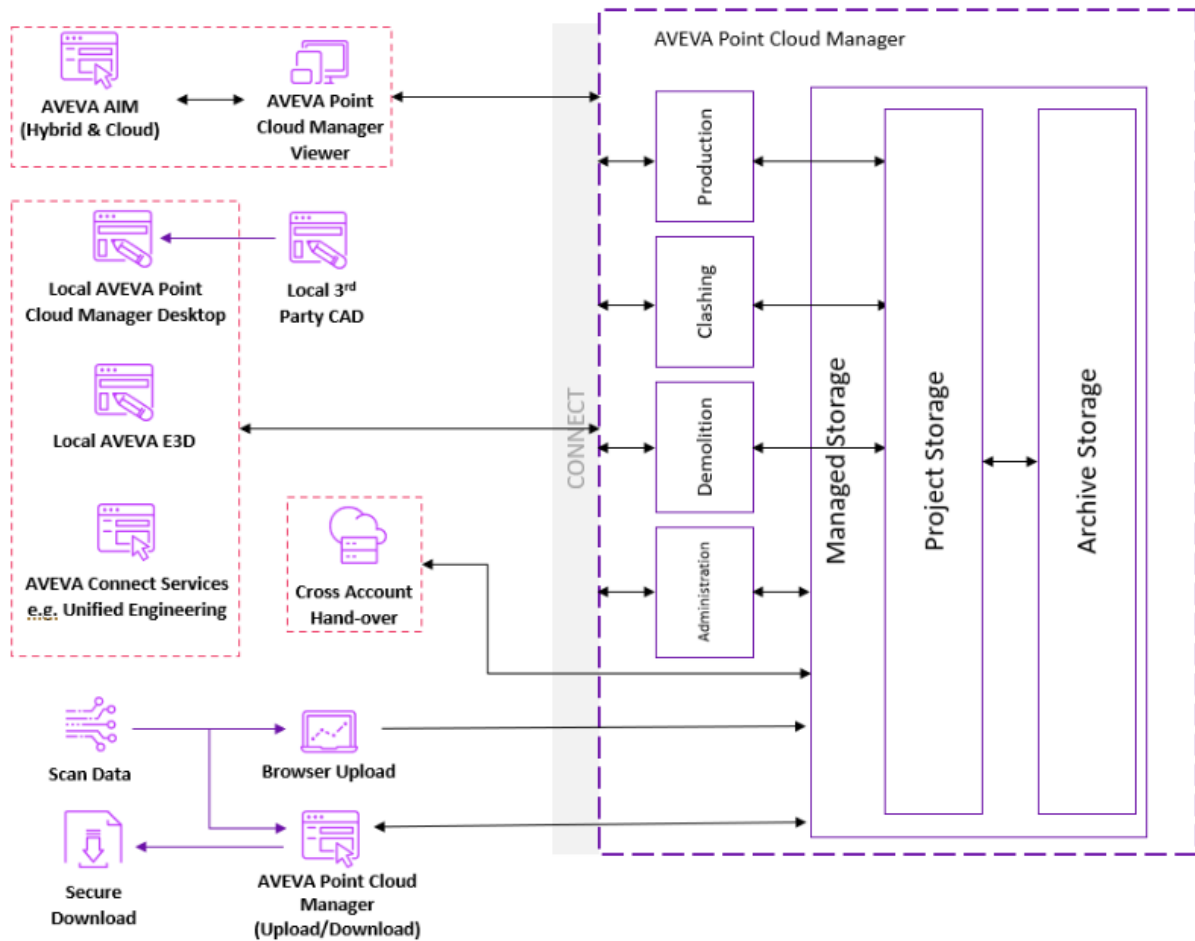
## About AVEVA Point Cloud Manager

AVEVA Point Cloud Manager on CONNECT is a 3D data capture solution for processing and visualizing point cloud data across the asset lifecycle. You can import your 3D captured data, create large-scale projects, deliver them to customers, and host them on the internet for lightweight viewing. AVEVA Point Cloud Manager on CONNECT enables surveyors, engineers, and asset owners to bring point cloud data together and collaborate on a single data source.

### Key Features

- Using the cloud's inherent benefits in scalability and reliability, AVEVA Point Cloud Manager on CONNECT accelerates your ability to create resources and deliver them more reliably. Resources can be created faster, delivered immediately, and backed up for future use.
- At the core of AVEVA Point Cloud Manager on CONNECT is the project data. By utilizing AVEVA Point Cloud Manager to hold the project data at the center of the workflow, you continuously utilize the same data, enabling collaboration on a single data source, maintaining data integrity.

## Architecture



AVEVA Point Cloud Manager is a multi-tenant application with a serverless architecture that uses compute functions to access content held in cloud storage and document databases.

Public APIs for application development are available at <https://docs.pointcloudmanager.connect.aveva.com/>.

## Service Limitations

AVEVA Point Cloud Manager on CONNECT has no known limitations.

## Regional Cloud Availability

AVEVA Point Cloud Manager is accessed via the public Internet using HTTPS/TLS and PCoIP (secure transport mechanisms).

AVEVA Point Cloud Manager is available from the following public cloud regions:

- Americas - Canada - Quebec - Montreal
- Americas - South America - Brazil - São Paulo
- Americas - US West - North California
- Americas - US East - Northern Virginia
- Asia-Pacific - Australia - Sydney
- Asia-Pacific - India - Mumbai
- Asia-Pacific - Japan - Tokyo
- Asia-Pacific - Singapore
- Europe North - Ireland
- Europe - United Kingdom
- Europe - Germany- Frankfurt

## Hardware and Software Requirements

AVEVA Point Cloud Manager service is executed through application streaming technology. Therefore, client hardware requirements are minimal. Client software requirements are given below.

### Client Software

Component	Minimum/Recommended
Web browser	Most HTML5 compatible browsers, including the latest versions of Google Chrome and Microsoft Edge.

## Security Standards and Compliance

For enhanced security AVEVA Point Cloud Manager service follows these practices:

- **Threat Detection:** AWS GuardDuty and AWS Inspector are used to monitor all AWS accounts and machines for any malicious activity.
- **Access control:** Each AVEVA Point Cloud Manager user requires a CONNECT account, provided as part of the customer subscription when signing up to the CONNECT framework agreement.

## Decommission of the Service

Upon request and confirmation from the customer to decommission AVEVA Point Cloud Manager on CONNECT, 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:

- The customer account is deleted.
- The customer data is destroyed.

## High Availability, Business Continuity, and Data Protection

AVEVA Point Cloud Manager on CONNECT ensures high availability, business continuity and data protection.

- **Database Storage:** Data and project intelligence is stored in a combination of AWS S3, AWS Flexible Retrieval, and AWS DynamoDB.
- **Data Backup**
  - Full backups are completed every **24 hours**.
  - A backup of all data is held in an access-restricted location within the same geographic region.
- **Snapshot Data Backup**
  - Data backups are also provided in the form of a project snapshot facility. This can be performed as required by the Project Administrator.
  - Performing a snapshot backup of a project is recommended before and after major changes are made in a project. A snapshot should be taken before giving access to a new group of users or handing over to a new team.
  - Snapshot backups are automatically performed whenever entities are uploaded to a project using the Admin feature, for example when uploading a new CAD model file.
  - If a rollback is performed to an earlier snapshot, an additional snapshot is performed before the rolling back commences to provide an additional recovery point.
  - Data retention is open-ended until the account is deleted.

- **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 Point Cloud Manager	24 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Point Cloud Manager	24 hours

## 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-and-success/customer-success>.

Consulting and implementation services are available on request and for an additional fee.