



AVEVA™ Production Accounting on CONNECT Service Description

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Production Accounting on CONNECT

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Document Purpose and Audience

Document Purpose

This document describes AVEVA Production Accounting 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 Production Accounting

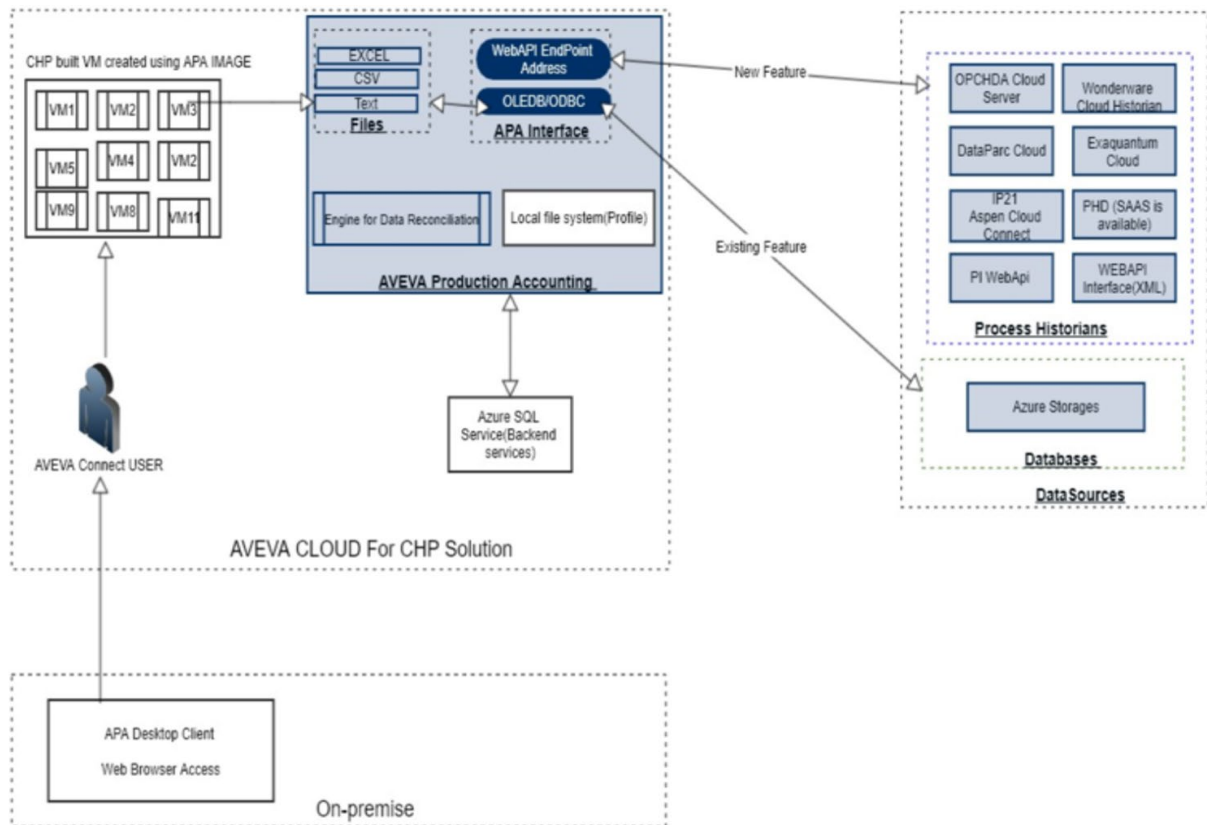
AVEVA Production Accounting improves efficiency with data reconciliation by finding errors in raw plant data and closing the mass balance and production accounting. Doing so helps the plant better account for feedstock and products, as material tracking and product yield tracking accounts for inventory and pinpoints losses. AVEVA Production Accounting helps resolve data inaccuracy on flow measurements and entry data on oil movement, with the ultimate goal of balancing a plant's inputs with its outputs.

Key Features

AVEVA Production Accounting provides refining and petrochemical companies improved material accounting of their raw material, inventory, and products. This improved accounting reduces unaccounted and real losses, and identifies faulty instruments resulting in an improved bottom line.

- Mass and volume balance
- Automatic gross error detection
- Intuitive graphical user interface
- Modular plant modeling
- Validated stream categorization
- Composition tracking
- Smart constraints
- Automatic movement detection
- Flexible period definition
- Data access and inclusive third-party support

High Level Architecture



Service Overview

AVEVA Production Accounting on CONNECT offers the same capabilities as the on-premises solution along with easy software maintenances and upgrades. It is deployed on a single tenant basis for a customer organization. The service components are containerized which enables improved scaling.

User Management

Authentication is managed via CONNECT.

Service Limitations

AVEVA Production Accounting on CONNECT has the following limitations when compared to previous versions offered outside CONNECT:

- Support for data sources is limited to OSISoft PI Server, ODBC and Excel.

Regional Cloud Availability

AVEVA Production Accounting on CONNECT 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 Production Accounting is available for deployment in regions where the CHP is supported. Currently we support the following regions:

- Americas – Brazil – São Paulo
- Americas – US Central – Iowa
- Americas – US West – California
- Asia-Pacific – India Central – Pune
- Asia-Pacific – Japan – Tokyo
- Asia-Pacific – Singapore
- Europe North – Ireland
- Europe West – Netherlands

Data Ownership

With AVEVA Production Accounting, AVEVA has designed capabilities that demonstrate value at scale and complement the way customers collect, use, and manage their operational data. The data a customer collects and generates in AVEVA Production Accounting is exclusively the customer's responsibility to manage and share. It is simple for a customer to manage the selection of data, and the communities to share the data with such as colleagues, partners and vendors.

Simply stated, AVEVA Production Accounting is built with this core principle in mind: **Our customers own their data.** Customers exclusively own the data uploaded, collected and created as a computational result through features and functions in AVEVA Production Accounting.

Hardware and Software Requirements

AVEVA Production Accounting desktop client has the following requirements:

Desktop Client Network Requirement

Component	Minimum/Recommended
Web browser	Most HTML5 compatible browsers, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Internet connection	10 Mbps upload and download speed or faster
Firewall Port	HTTPS port 443

Desktop Client Hardware Requirement

Component	Minimum/Recommended
Processor	Intel multi-core processor with 64-bit support, for example Intel i7
Memory	16 GB RAM
Disc space	20 GB
Operating System	64-bit Microsoft Windows 11 with Microsoft .NET Framework 4.7.2 or later
Database	64-bit Microsoft SQL Server Express 2016 or later. Other editions, such as Standard or Enterprise, are also supported
Display	2560 x 1440 or higher

NOTE: Any desktop or server application hosted in a virtualized environment on a customer private or public cloud will be deployed, tested and maintained by the customer or contracted party. AVEVA tests only the AVEVA Production Accounting desktop clients with the hardware requirements defined above under AVEVA-maintained virtual and physical machines. No testing is performed on third-party hosting platforms.

Security Standards and Compliance

For enhanced security, AVEVA Production Accounting implements access control. Each user requires a CONNECT account, provided as part of the customer subscription when signing up to the AVEVA Cloud Services Agreement.

Decommission of the Service

Upon request and confirmation from the customer to decommission the service:

- **Production Data:** Data is retained for at least 30 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.
- **Backup:** A backup of the Microsoft SQL Server data store may be provided (for an additional fee) upon request from the customer.

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 Production Accounting follows the timelines below.

- **Database Storage:** AVEVA Production Accounting on CONNECT runs on Microsoft SQL Server database.
- **Data Backup**
 - Stores a full backup every 7 days, retained for 28 days
 - Stores every fourth 7-day backup in long term storage, for 180 days
- **Disaster Recovery**

In case of a disaster, services and data are restored in an alternate environment leveraging the latest available backup.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Production Accounting	12 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Production Accounting	16 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>.

Exclusions

Service levels are applicable to production environments only.

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/>.