



CONNECT visualization Service Description

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CONNECT visualization

Last revision: Tuesday, November 18, 2025

Document Purpose and Audience

Document Purpose

This document describes CONNECT visualization, 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 CONNECT visualization

CONNECT visualization provides the common SaaS (Software as a Service) visualization experience for AVEVA, as well as the necessary services that allow customers to create specific experiences for different roles. CONNECT visualization provides the core capabilities necessary for the delivery of contextualized engagements for a user, role, or team. These specific visualization experiences are visualization applications, of which an account can have one or many, as well as the self-service experience.

The user can see pre-engineered visualization experiences as well as compose their own view using existing content.

CONNECT visualization enables users to:

- Use CONNECT data services to access critical production data anywhere, anytime, and on any device.
- Create your own dashboards and experiences from existing content to analyze data. For example:
 - Compare results and data across assets, plants, or fleets.
 - Understand the performance and state of assets and production processes in a visual context.
- Create personalized content and dashboards.
- Use and visualize data from AVEVA Asset Information Management-Advanced, if licensed and configured to do so.
- Share and collaborate across different teams and assets that are geographically distributed.
- Manage content.
- Leverage existing content applications from CONNECT.

- Use the Industrial AI (Artificial Intelligence) Assistant to ask natural language questions about the information stored in CONNECT. The Industrial AI Assistant can:
 - Summarize data over a period of time.
 - Easily access assets, chart data, and view documents or models using generated links.

Architecture

CONNECT visualization is vendor and system agnostic. Use CONNECT visualization publishers and open APIs to bring in operational data from CONNECT data services and other external data sources. CONNECT visualization can access data from multiple CONNECT data services; together, they provide a unified view of actionable intelligence for collaboration, process analytics, and asset efficiency.

Service Overview

CONNECT visualization is a multi-tenant application based on Microsoft Azure and provides access to geographically dispersed users.

Service Limitations

CONNECT visualization has the following limitations:

- Users may access only one AVEVA Asset Information Management - Advanced instance for each CONNECT visualization solution.
- Performance of a CONNECT visualization instance connected to many CONNECT data services namespaces will vary based on the namespaces' data and complexity.
- CONNECT visualization is unable to search or generate illustrations of complex CONNECT data services streams or asset metadata.

Regional Cloud Availability

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

CONNECT visualization is available for deployment in the following public cloud regions:

- Americas - US West - California
- Asia-Pacific - Australia East
- Asia-Pacific - Japan
- Europe North - Ireland

Hardware and Software Requirements

As CONNECT visualization is provisioned on 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 faster per user

Security Standards and Compliance

CONNECT visualization is a native cloud offering built on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for CONNECT, CONNECT visualization is certified to be developed according to ISASecure/IEC 62443 best-practice standards.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, CONNECT visualization follows the timelines given below.

- **Database Storage:** CONNECT visualization runs on a proprietary database on top of native Azure services.
- **Data Backup**
 - Data is backed up every **4 hours**.
 - At a minimum, daily off-site backups are maintained.
- **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 the latest available backup.

Cloud Service	Recovery Point Objective (RPO)
CONNECT visualization	4 hours

Cloud Service	Recovery Time Objective (RTO)
CONNECT visualization	12 hours (including provisioning, service deployment, and testing)

Decommission of CONNECT Visualization

The customers are able to request a copy of the data for up to **30 days** from termination, 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.

Decommission of CONNECT visualization 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.

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 website at <https://www.aveva.com/en/legal>.

Industrial AI Assistant Service Terms

The Industrial AI Assistant Service, powered by Microsoft and OpenAI, is governed by the AVEVA General Terms and Conditions and is also subject to the following Industrial AI Assistant Service Terms.

1. **Applicability:** The Industrial AI Assistant Service Terms apply to the Customer and its Users (collectively, the “Customer”), access and use of the Industrial AI Assistant features (“Industrial AI Assistant”) in the AVEVA software or services, in addition to AVEVA General Terms and Conditions (the “Agreement”). All Customers must agree to the Industrial AI Assistant Service Terms to access the Industrial AI Assistant. If you do not agree to the terms of the Industrial AI Assistant Service Terms, do not use the Industrial AI Assistant.
2. **Customer Responsibilities**
 - a. When Customer uses the Industrial AI Assistant, the Customer may be asked to input content, such as a question, request, or text (including any output parameters) (collectively, “Input”). The Input will be used by the Industrial AI Assistant to generate an output, such as an answer or text, which will be provided within the AVEVA software or services (“Output”). The Input and Output are Customer content and is subject to all provisions governing Customer content as specified in the Agreement.
 - b. Customer shall be solely responsible for the Input. The Customer must not submit any Input that is intended to generate Output that is substantially similar to a third party’s copyrighted work or is otherwise protected by third-party Intellectual Property Rights, unless Customer has sufficient rights in such work.
 - c. Customer shall not use any Output to train or fine-tune another model, or any form of Output-based model imitation, regardless of access method, to create a competing solution.

- d. Customer is solely responsible for the creation and use of the Output and for ensuring the Output complies with the Industrial AI Assistant Service Terms and the Agreement.
 - e. Customer acknowledges and agrees that the Industrial AI Assistant is not a substitute for professional advice, and Customer and its Users should consult qualified professionals for specific advice or assistance tailored to their individual circumstances. Customer is responsible for its use of the Industrial AI Assistant, including any actions taken or decisions made based on the Output of the Industrial AI Assistant.
 - f. Customer's use of the Industrial AI Assistant, including the text that is the Customer content, Input and Output, is subject to the compliance with the Microsoft Code of Conduct for Azure OpenAI Service: <https://learn.microsoft.com/en-us/legal/cognitive-services/openai/code-of-conduct>.
3. For the Industrial AI Assistant, Customer data:
- a. that is sent to the pre-trained large language model is not stored or retained;
 - b. is not shared as part of the monitoring that occurs; and
 - c. is not used to train, fine-tune or improve any large language models.
4. AVEVA disclaims all warranties, express or implied, regarding the Output, including any implied warranties that the Output will not violate the rights of a third party or any Applicable Laws.
5. AVEVA provides no guarantee of the accuracy, completeness, or reliability of any Output generated by the Industrial AI Assistant.
6. THE INDUSTRIAL AI ASSISTANT AND OUTPUTS ARE PROVIDED TO CUSTOMER ON AN "AS IS" AND "AS AVAILABLE" BASIS AND "WITH ALL FAULTS", WITHOUT ANY TECHNICAL SUPPORT OR WARRANTY OF ANY KIND FROM AVEVA. AVEVA MAKES NO GUARANTEES THAT THE INDUSTRIAL AI ASSISTANT OR THE OUTPUT WILL BE SAFE, SECURE, OR ERROR-FREE, OR WILL FUNCTION WITHOUT DISRUPTIONS, DELAYS, OR IMPERFECTIONS. AVEVA IS NOT RESPONSIBLE FOR OUTPUTS, AND YOU ARE RESPONSIBLE FOR CHECKING OUTPUTS FOR ACCURACY AND SUITABILITY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, AVEVA AND ITS LICENSORS DISCLAIM ANY AND ALL EXPRESS AND IMPLIED WARRANTIES FOR THE INDUSTRIAL AI ASSISTANT INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, ACCURACY, AVAILABILITY, SECURITY, PRIVACY, COMPATIBILITY, NON-INFRINGEMENT, AND ANY WARRANTY IMPLIED BY COURSE OF DEALING, COURSE OF PERFORMANCE, OR TRADE USAGE.

7. In addition to the indemnification provided in the Agreement, AVEVA will defend Customer against any third-party claim to the extent it alleges that the use of the Output or Customer's distribution of the Output, as made available by AVEVA for a fee and used within the scope of the license granted (unmodified from the form provided by AVEVA and not combined with anything else) misappropriates a trade secret or directly infringes a patent, copyright, trademark or other proprietary right of a third party. The Indemnification in this section does not include claims based on: (1) trademark use in trade of commerce, defamation, false light, or other causes of action that are not related to Intellectual Property Rights; (2) Customer's Input; (3) any modifications or alterations to the Output by Customer; or (4) any use or distribution of the Output by Customer in a manner that Customer knows, or should know, is likely to infringe or misappropriate any proprietary rights of a third party. AVEVA will defend Customer against the third-party claims described in this section and will pay the amount of any resulting adverse final judgment or approved settlement, but only if AVEVA is promptly notified in writing of the claim and has the right to control the defense and any settlement of it. The Customer must provide AVEVA with all requested assistance, information, and authority, and must take all reasonable action to mitigate its losses arising from the third-party claim. AVEVA will reimburse the Customer for reasonable out-of-pocket expenses it incurs in providing assistance. This section describes the parties' sole remedies and entire liability for such claims.

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>.