AVEVA

JIFFY.ai AUTOMATE

Service Description

Contents

JIFFY.ai AUTOMATE

Last revision: Tuesday, March 15, 2022

Document Purpose and Audience

Document Purpose

This document describes the functional digital services of JIFFY.ai, including its key features and limitations, as well as the operational parameters.

Audience

The audience of this document are IT departments and business decision makers who are investigating whether to leverage AVEVA's software-as-a-service offerings.

About JIFFY.ai from AVEVA

JIFFY.ai AUTOMATE is a third-party multi-tenanted intelligent process automation platform offered by AVEVA that enables automation of end-to-end manual business processes. The platform consists of a low code automation studio, an intelligent document processing engine, a containerized ML workspace, a form builder, a data management layer and an analytics & visualization interface. The various components put together enable enterprises to automate their business processes.

AVEVA intends to use these capabilities to transform paper-based procedures into digital work instructions/procedures inside of AVEVA Work Tasks.

JIFFY.ai AUTOMATE provides a cloud-based service that:

- Extracts data from paper-based procedures (MS Word documents, PDFs, etc.) and transforms that data into digital procedures within the AVEVA Work Tasks offering.

- Reduces the digital transformation effort of the business processes from years/months to days/hours.

Architecture
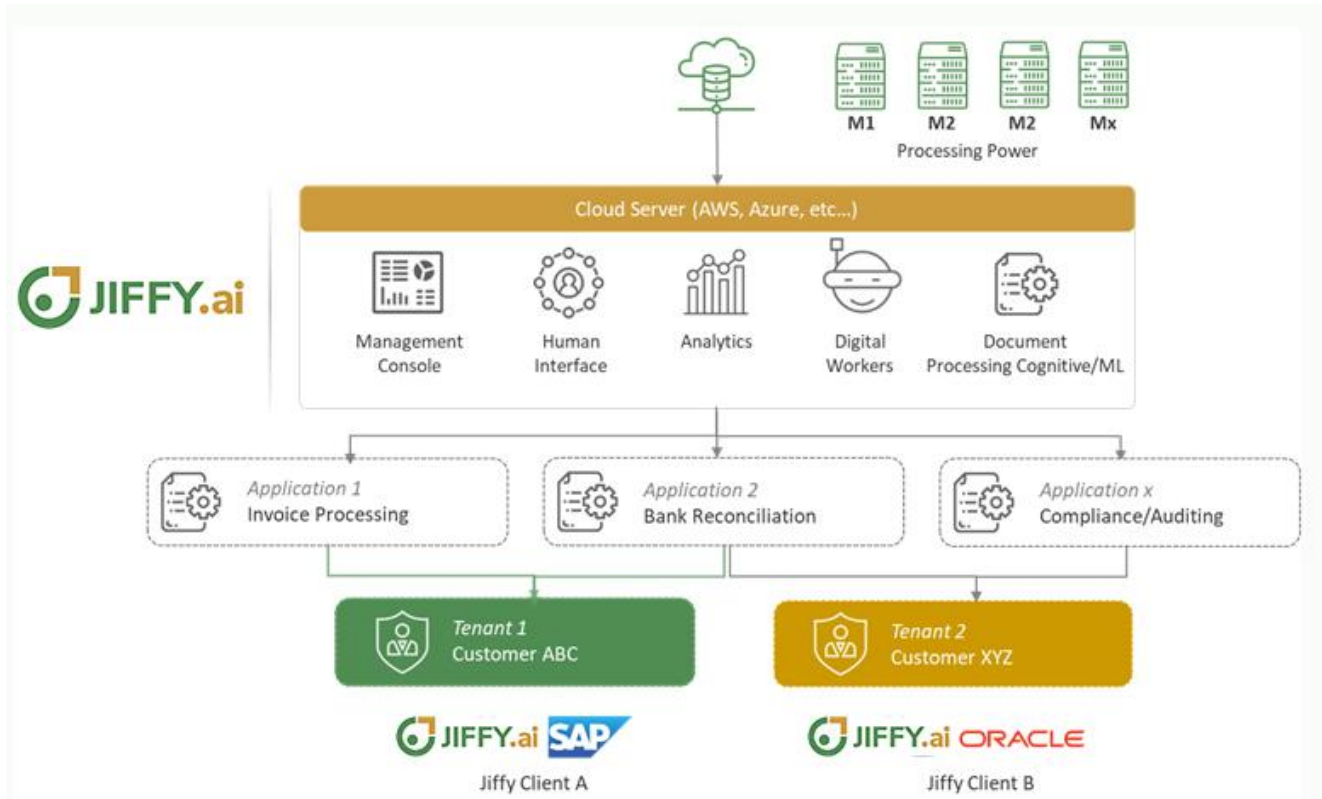
JIFFY.ai supports multitenancy architecture in which a single instance of the software runs on a server and serves multiple tenants. A tenant is a group of users that share common access to the hardware through the underlying software, with specific privileges to the software instance. A tenant can represent a business unit in an enterprise or a company that subscribes to cloud services from a service provider. Multiple tenants on a server share the memory, which is dynamically allocated and cleared up as needed. With a multitenant architecture, every tenant is provided with a dedicated share of the instances which includes data, configuration, user management, tenant individual functionality, and non-functional properties.

Service Overview

Administrators, developers and business users interact with the cloud based JIFFY.ai service via a browser on a desktop device. Automation "bots" can be running on servers located on-premise.

Service Limitations

There are no known limitations for this service.

Regional Cloud Availability

The JIFFY.ai service is accessed via the public Internet using HTTPS/TLS, and is available from the following regions:

- North America - Northern Virginia, Ohio
- Europe - Frankfurt, Paris
- Asia - India

Hardware and Software Requirements

For the current infrastructure requirements, see *Infrastructure Requirements https://docs.jiffy.ai/getting_started/infrastructure-requirements/jiffy-client* on the JIFFY.ai Support site.

Security Standards and Compliance

JIFFY.ai complies with the following information security/handling policies.

- All server-to-server and server-to-desktop connections are secured with TLS v1.2.

- All sensitive data at rest is secured with secure vault using AES 256 encryption.

- Access control is configured by the end user and enforced by the JIFFY.ai service.

For more details, see the   website *security and compliance https://jiffy.ai/company/security-and-compliance/* .

Jiffy.ai Sub Processors

To support delivery of the third-party services, Paanini, Inc. (JIFFY.ai) may engage and use data processors with access to certain customer data.

For details, see the website *sub-processors https://docs.jiffy.ai/getting_started/jiffy-cloud/sub-processors/*.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, the JIFFY.ai service follows the timelines given below.

- **Database Storage**: Data is stored on Azure SQL Database serverless that automatically creates database backups.

- **Data Backup**

  o Full backups for servers, storage and databases are completed **every hour**.

  o Database archive logs for point-in-time recovery are backed up every **24 hours**.

  o All backup data is stored in the same cloud region as the cloud service. All backup data is replicated across multiple data centers within the same region.

  o All backup data is retained for **7 days**.

- **Disaster Recovery**

  The Backup vaults are encrypted by default and pushed to disaster recovery region periodically.

  In the event of a service failure, AVEVA initiates a recovery process in accordance with RPO and RTO objectives detailed below.

  Default retention is 24 for hourly backup, 30 for daily backup and 12 for monthly backup.

Cloud Service	Recovery Point Objective (RPO)
JIFFY.ai	1 hour

Cloud Service	Recovery Time Objective (RTO)
JIFFY.ai	2 hours

Service Level Commitment

Service Level Agreements are negotiated by JIFFY.ai on a customer-by-customer basis. Generally JIFFY.ai has a 99.5% uptime track record and maintains this as a target in any given calendar year, excluding maintenance windows.

For more details, contact JIFFY.ai.

Customer Support

- Customer Support is provided by JIFFY.ai.

  For more information, contact methods and support coverage, see the *Support SLA https://docs.jiffy.ai/getting_started/support-sla/*.

- JIFFY.ai documentation is available at their *Documentation Portal https://docs.jiffy.ai*.

Decommission of the Service

Refer to the information provided on the JIFFY.ai web page for more information on decommission of the service.

Additional Services

JIFFY.ai can provide some consulting services to help end users to get started building automation scenarios. The consulting services are not mandatory but can greatly reduce time and effort to configure automation scenarios for end user.