



Limble CMMS Service Description

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Limble CMMS Technology Partnership

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Document Purpose and Audience

Document Purpose

This document describes the key features of Limble CMMS.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on the AVEVA site at <https://www.aveva.com/en/legal>.

Audience

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

About Limble CMMS

Limble CMMS (Computerized Maintenance Management System) is a third-party cloud-based solution that provides visibility into the health of your company's assets.

Limble CMMS supports your maintenance, inventory, and procurement processes, making information available to stakeholders to drive performance and reliability. It provides a modern interface that is easy to learn and use, with powerful reporting, workflow, and dashboard capabilities.

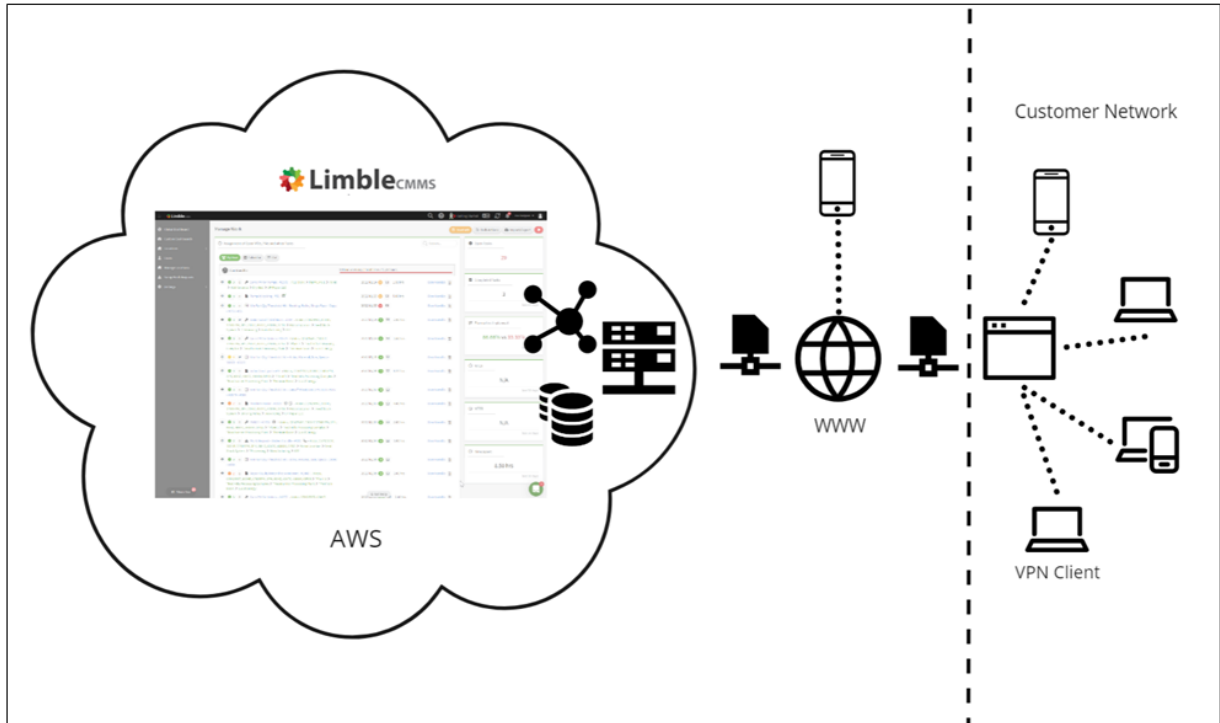
Using the Mobile CMMS application of Limble CMMS, users are empowered to do more, even in locations with limited or no connectivity. Work execution has never been simpler.

For more information visit the Limble CMMS website at [Additional Services](#).

Key Features

- Limble CMMS offers the following capabilities:
 - Includes all platform features and business services.
 - Offers standard and custom integrations.
 - Offers 21 CFR (Code of Federal Regulations) validation packages.
 - Provides AI capabilities to identify duplication of work.
 - Organizes data by asset, location, and region.
 - Includes all implementation services and ongoing real-time customer success.

Architecture



Service Overview

System administrators and business users interact with the cloud based Limble CMMS solution via a desktop or mobile device. The environment superuser can set up regions, locations, and users. Users can be added with access based on their role within the organization.

Limble CMMS service status can be viewed at its status website: <https://status.limblecmms.com/>.

Service Limitations

Limble CMMS has the following limitations:

The Enterprise level solution of Limble CMMS provides top tier platform access to AVEVA Insight customers that purchased the solution prior to Limble's pricing package changes in October 2023. Enterprise level solutions purchased after this date will not include Insight platform access.

Regional Cloud Availability

Limble CMMS is accessed by end-users via the public internet.

While the Limble CMMS data centers are in **North America**, other regions are not limited geographically.

For additional details, contact Limble CMMS.

Hardware and Software Requirements

For the latest browser requirements, see *Internet Browsers Supported by Limble*
<https://help.limblecmms.com/en/articles/5246501-internet-browsers-supported-by-limble>.

Security Standards and Compliance

Limble CMMS complies with the following information security/handling policies:

- All data is encrypted in transit using HTTPS/TLS, and database servers are encrypted at rest.
- All credentials are stored in a hashed format using a salted SHA256 algorithm.

For additional details, the Limble CMMS Security Whitepaper is available upon request.

Decommission of the Service

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

High Availability, Business Continuity, and Data Protection

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

- **Database Storage:** Limble CMMS Cloud DevOps replicate the environment and data in real-time to another AWS data center in a different region.
- **Data Backup and Disaster Recovery:** The data is backed up **every hour** and sent to a disaster recovery site in AWS using a separate mechanism for added redundancy.

Cloud Service	Recovery Point Objective (RPO)
Limble CMMS	1 hour

Cloud Service	Recovery Time Objective (RTO)
Limble CMMS	24 hours

Service Level Commitment

Service Level Agreements are negotiated by Limble CMMS on a customer-by-customer basis. Limble CMMS has a 99.999% uptime track record and maintains this as a target.

Contact Limble CMMS for additional details.

Customer Support

Customer support is provided by Limble CMMS

Each customer is assigned to a Customer Success Manager who can be contacted with support concerns. Customers may also reach Limble CMMS support through online chat from within a logged-in session.

For more information, contact Limble CMMS Help Center at <https://help.limblecmms.com/en/>.

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

Limble CMMS can provide inclusive customer success services to help end users to get started building automation scenarios. Services are not mandatory but can greatly reduce time and effort to configure automation scenarios. Examples include user training, onboarding, and bulk data upload.

Contact Limble CMMS

- Contact Limble CMMS for further information.
 - Email: mail@limblecmms.com
 - Phone: 801-851-1218
- Limble CMMS documentation is available at their *documentation website* <https://intercom.help/limble-cmms/en/>.