



Limble CMMS

Service Description

Contents

Limble CMMS Technology Partnership.....	4
Document Purpose and Audience.....	4
About Limble CMMS	4
Service Overview	5
Regional Cloud Availability	5
Hardware and Software Requirements	5
Security Standards and Compliance	5
High Availability, Business Continuity, and Data Protection.....	6
Service Level Commitment	6
Decommission of the Service.....	6
Additional Services	6
Contact Limble CMMS.....	6

Limble CMMS Technology Partnership

Last revision: Tuesday, March 15, 2022

Document Purpose and Audience

Document Purpose

This document describes the key features of Limble CMMS.

This document must be read in conjunction with AVEVA Insight service description as Limble CMMS works with AVEVA Insight for operational continuity.

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* <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 dash-boarding capabilities.

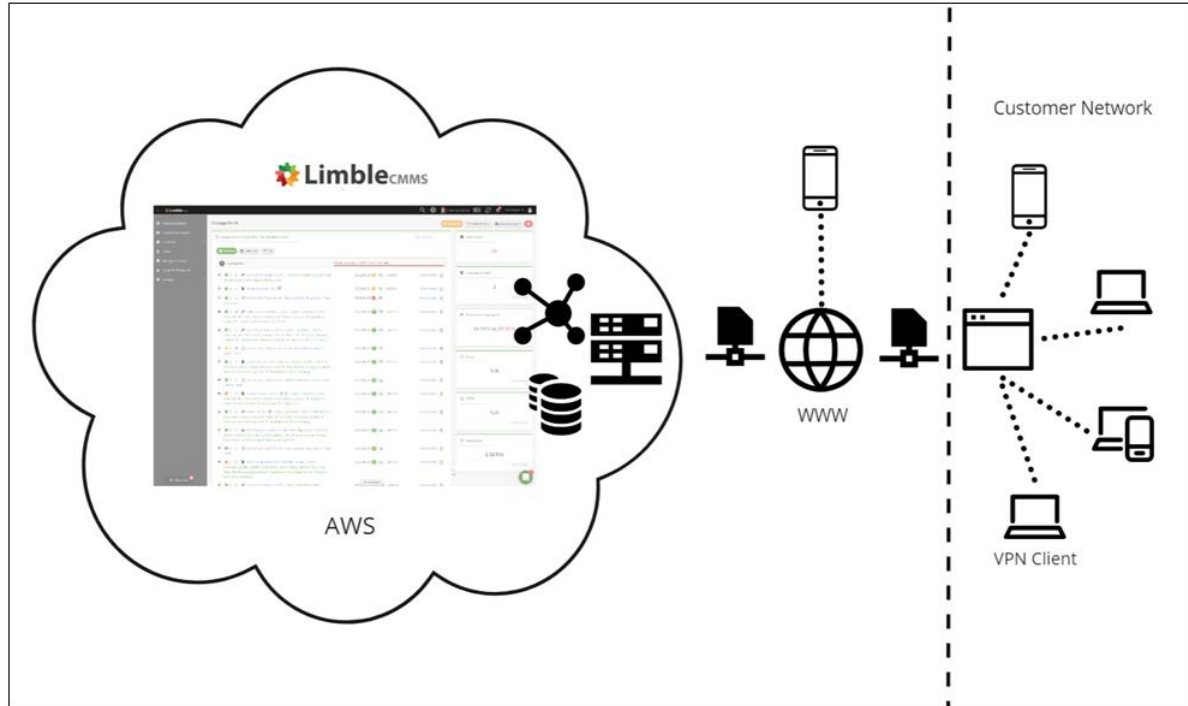
Using the Mobile CMMS application of Limble CMMS, users are empowered to do more, even in locations with limited or no connectivity. Work execution has never been simpler.

For more information visit the website *Limble CMMS* <https://limblecmms.com>.

Key Features

- The Enterprise level solution of Limble CMMS provides top tier platform access to AVEVA Insight customers including all features.
- It 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 setup regions, locations, and users. Users can be added with access based on their role within the organization.

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

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 further details, contact Limble CMMS.

Hardware and Software Requirements

For the latest requirements, see *Infrastructure Requirements*

<https://intercom.help/limble-cmms/en/articles/5246501-operating-systems-and-browsers> on the Limble CMMS webpage.

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

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 part of the country.
- **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 more details.

Decommission of the Service

Data stored in Limble's servers can be deleted upon request by the customer's authorized personal. Once the request has been confirmed, Limble CMMS will purge customer's information from its databases and file stores.

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/>.