# AVEVA

RUDY by Mintmesh Service Description

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# RUDY by Mintmesh

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## Document Purpose and Audience

**Document Purpose**

This document describes RUDY by Mintmesh, including 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 cloud offers in their own IT landscape.

## About RUDY by Mintmesh

RUDY (Read and Understand Documents for You) by Mintmesh is a technical bid evaluation platform powered by large language model (LLM) AI and engineering language processing model software.

The cloud-based software-as-a-service is designed to assist an engineer in technical bid evaluation of equipment, packages, and bulk assets during the FEED and project execution phase.

**Key Features**

- Simplifies the creation and management of technical bid evaluation by gathering relevant engineering data from the RFQ and bidder offers and generating usable content for templates.

- Supports collaboration by enabling internal and external stakeholders to organize, track and trace all communications, allowing organizations to build a searchable and auditable repository of data.

- Equips the engineering community with a single system of record for technical evaluations to support operational and strategic decision-making.

- Features a flexible architecture that allows interoperability with multiple LLM providers like OpenAI, Claude, and Meta.

**Key Benefits**

- Provides organizational efficiency and capacity savings:
  - May save up to 40% of engineering time on each technical bid evaluation.
  - Increases the number of vendor quotes, leading to between 1% and 5% of procurement savings.
  - Lower Total Cost of Ownership, removing the upfront costs in IT infrastructure and support.
  - Subscription-based pricing provides cost predictability.
  - Feature upgrades are available with zero to minimal additional costs.

- Scalable and Reliable: Provides the cloud's inherent advantages of:

  o Ease of scaling up on demand.

  o Ready-to-use systems that are pre-installed, configured, and licensed.

  o Simplification of IT overhead, such as complex upgrade processes, bring in efficiencies and reduced costs.

- Contributes to organizations' digital transformation journeys by replacing manual technical evaluation methods.

**Architecture**
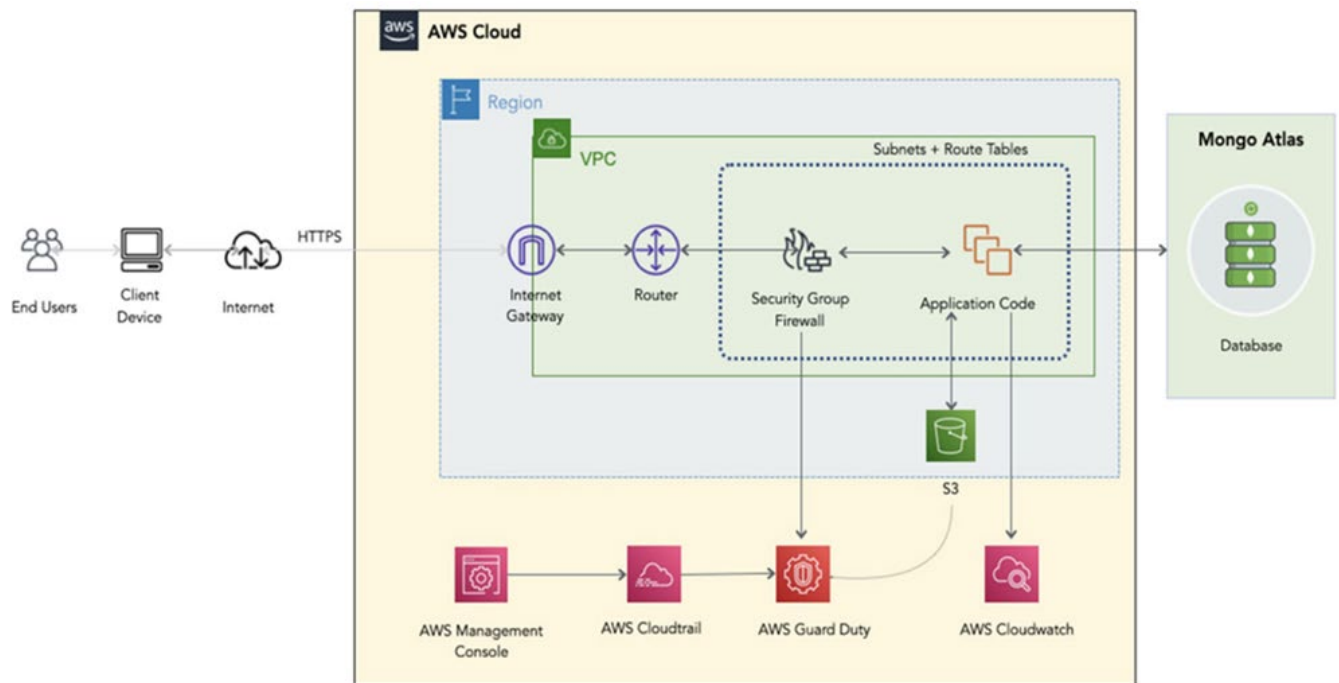


# Service Overview

Users' roles and permissions, such as access to specific capabilities and projects, are managed within RUDY by Mintmesh.

User management is configured to federate to an identity provider, such as Azure AD MFA, to enable single sign-on.

# Service Limitations

RUDY by Mintmesh supports only the English language.

# Regional Cloud Availability

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

RUDY by Mintmesh is available for deployment in the following public cloud regions:

- Americas - US West

- Americas - US East - Northern Virginia

Other regions can be considered on request.

# Security Standards and Compliance

For enhanced security, role-based access control is in place. RUDY by Mintmesh also follows these practices:

**Industry-standard security compliance**: Security compliance is regularly reviewed against industry standards such as SOC 2 Type II, ISO 9001/27001, and AWS CloudTrail using Microsoft Azure services.

**Data encryption**: All data is encrypted in transit using HTTPS/TLS, and database servers are encrypted at rest.

**Multi-factor authentication**: Multi-factor authentication supplies an extra layer of security by requiring users to provide two or more verification factors to access the application.

**Threat Detection:** AWS GuardDuty is used to monitor all AWS accounts and machines for any malicious activity.

# Decommission of the Service

Upon request and confirmation from the customer to decommission RUDY by Mintmesh, Mintmesh will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the platform:

A data destruction report confirming that the data was deleted in accordance with our procedure can be provided upon request.

**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, Mintmesh follows the timelines given below.

- **Database Storage**
  - RUDY by Mintmesh services run on MongoDB database.
  - Data is stored in AWS S3.
- **Data Backup**
  - Data is backed up every hour.
  - Database archive logs for point-in-time recovery are backed up every hour.

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

- o All backup data is retained per the contractual agreement.

- **Disaster Recovery**

  Mintmesh conducts disaster recovery exercises twice per year.

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

| Cloud Service | Recovery Point Objective (RPO) |
|---|---|
| RUDY by Mintmesh | 1 hour |

| Cloud Service | Recovery Time Objective (RTO) |
|---|---|
| RUDY by Mintmesh | 1 hour |

## Customer Support

Customer support is provided by AVEVA and Mintmesh, Inc.

Level 1 user support is provided by AVEVA Customer Success teams. For more information, see https://softwaresupport.aveva.com/ and register for access to the AVEVA Knowledge and Support Center website.

Levels 2 and 3 technical support are provided by Mintmesh and are subject to service level targets for initial response and case updates based upon the following:

**Initial Response Times**

| Issue Severity | Issue Impact and Description | Initial Response Time Estimate | Repair Time Estimate |
|---|---|---|---|
| P1 | Mission critical:<br>• The total system is down<br>• Safety-related issues exist | 60 minutes | 2 days |
| P2 | Serious:<br>• The feature is inoperable and a workaround is not possible<br>• The problem could affect a large number of customers | 4 hours | 4 days |
| P3 | Moderate:<br>• The feature is inoperable, but a workaround is possible<br>• User has an operational question | 8 hours | 10 days |
| P4 | Low/Informational:<br>• User has an informational question<br>• User has a product use question | 16 hours | 16 days |

Technical support levels are defined as follows:

Level 1 support: Includes answering and logging requests for technical support, confirming that entities requesting technical support are paid and active software subscribers and are eligible to receive technical support for the licensed software, directly answering questions and resolving issues that can be addressed through use of the licensed software manuals and similar resources, tracking and reporting technical support requests and resolution statuses, and translating communications to and from technical support.

Level 2 support: Includes providing required technical support directly to end users and sub-distributors, duplicating problems described in technical support requests, exercising best efforts to develop workarounds to problems, and generating detailed descriptions of problems and requests.

Level 3 support: Includes developing complex workarounds to licensed software problems, fixing problems in the licensed software code, manufacturing updates and upgrades to the licensed software, and creating bug fixes, patches, and service packs for the licensed software.

## Additional Terms and Conditions

Each client organization must enter into and agree to additional terms and conditions, including but not limited to the RUDY Bid Management Suite Cloud Services Agreement, directly with Mintmesh in order to subscribe to or gain access to RUDY by Mintmesh. The Cloud Services Agreement may be found at https://www.mintmesh.ai/mintmesh-cloud-services-agreement.

## Additional Services

Mintmesh offers extensive training and product onboarding support to customers.

Up to 100 hours of training per year is included for customers at no additional cost.

## Contact Mintmesh

Contact Mintmesh for additional information.

- Website: https://mintmesh.ai
- Mintmesh, Inc. Headquarters
  - 400 Renaissance Center, Suite 2600, Detroit, MI 48243, USA
  - Email: info@mintmesh.com
- Contact Mintmesh for product documentation information.