



AVEVA™ Licensing as a Service (AVEVA LaaS) Service Description

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AVEVA Licensing as a Service (AVEVA LaaS)

Last revision: Thursday, October 30, 2025

Document Purpose and Audience

Document Purpose

This document describes AVEVA Licensing as a Service (AVEVA LaaS), including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT Services 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 AVEVA Licensing as a Service

AVEVA Licensing as a Service (AVEVA LaaS) is a centralized license entitlement management solution that is managed in CONNECT. Built using cloud native technology, AVEVA LaaS provides the quick delivery of license entitlements without the need to install, configure, or manage additional on-premises licensing software. License management is greatly simplified from on-premises solutions and may be managed and tracked within a web browser.

Key Features

AVEVA LaaS:

- Replaces on-premises license servers with cloud-based licensing administration.
- Reduces license administration by automating license fulfillment and permits customers to scale based on demand.
- Integrated with CONNECT and the AVEVA Flex program, allowing for consumption-based, pay-as-you-go licensing.

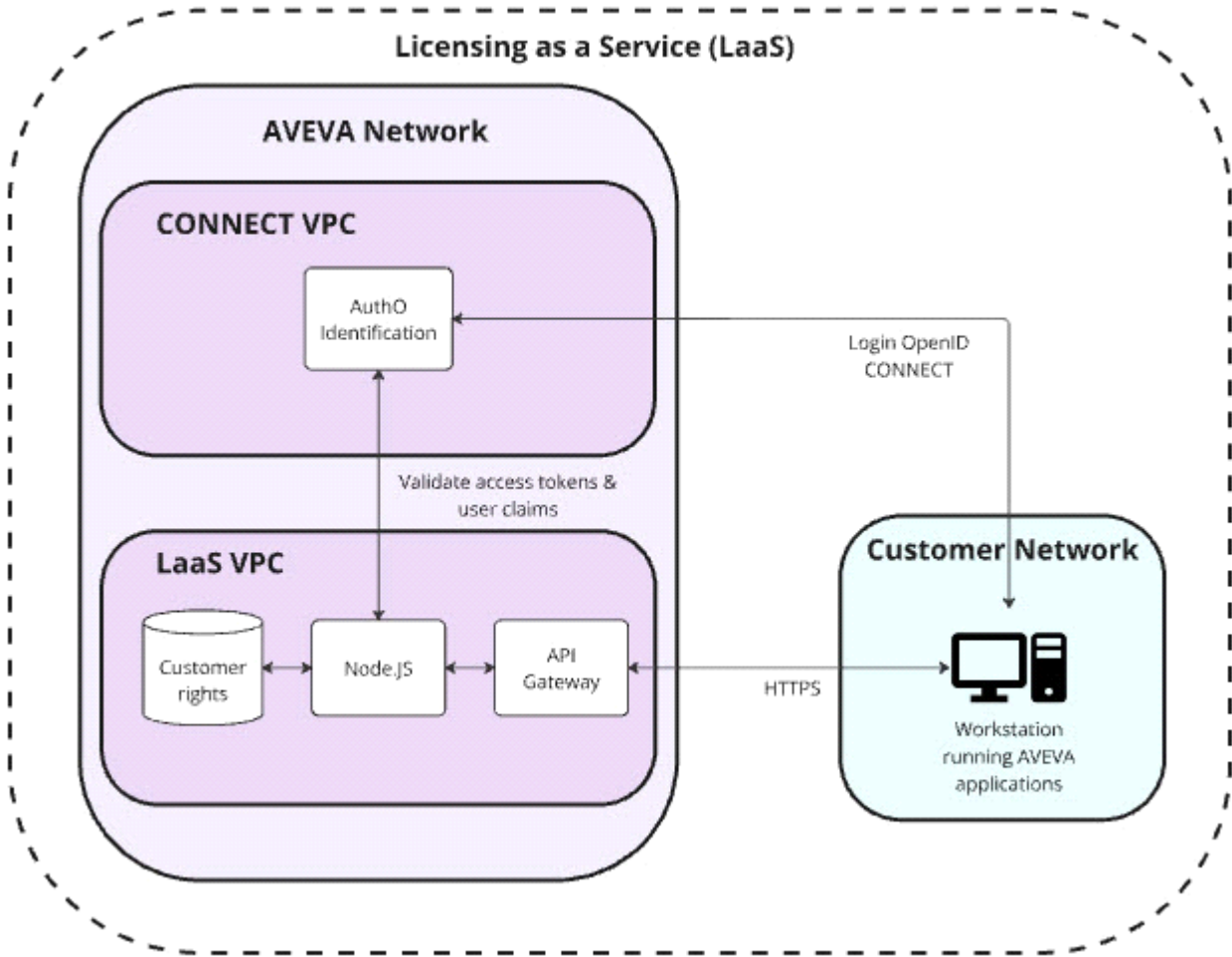
Key Benefits

- **Fast, reliable, and secure licensing** supports 99.9% uptime availability
- **Provides detailed reporting** on product usage, users, and individual sessions
- **Flexible license management** enables the instant switching of license entitlements across the account

- **Reduces overhead** as there is no need to host physical or virtual license servers, or install AVEVA Licensing software
- **Designed to scale.** Suitable whether you have a few users at a single site or thousands of users across the globe
- **Securely run AVEVA software from anywhere** with just an internet connection - there's no need for a VPN
- **Easy end-user self-service setup** that can be completed in a few minutes

Architecture

The functional architecture for AVEVA LaaS working with on-premises solutions is shown in the diagram below.



Service Overview

Application licenses are authenticated through CONNECT. A license is checked out whenever a user launches an application (such as AVEVA E3D) and is successfully authenticated.

AVEVA Licensing as a Service is provided on an "active user" basis. In the active user model, when a user launches an AVEVA software product (even when the software has a non-interactive mode), a license for that product is allocated to the user until midnight as defined in AVEVA LaaS settings. Therefore, the user may open and close the associated AVEVA product, up to the defined share value limit, without incurring additional charges.

AVEVA LaaS allows customers to use the same license across multiple devices without having to consume additional licenses. However the user:

- a. must stay within the share value limit, and
- b. use the same Windows account and the same CONNECT account.

About the share value limit

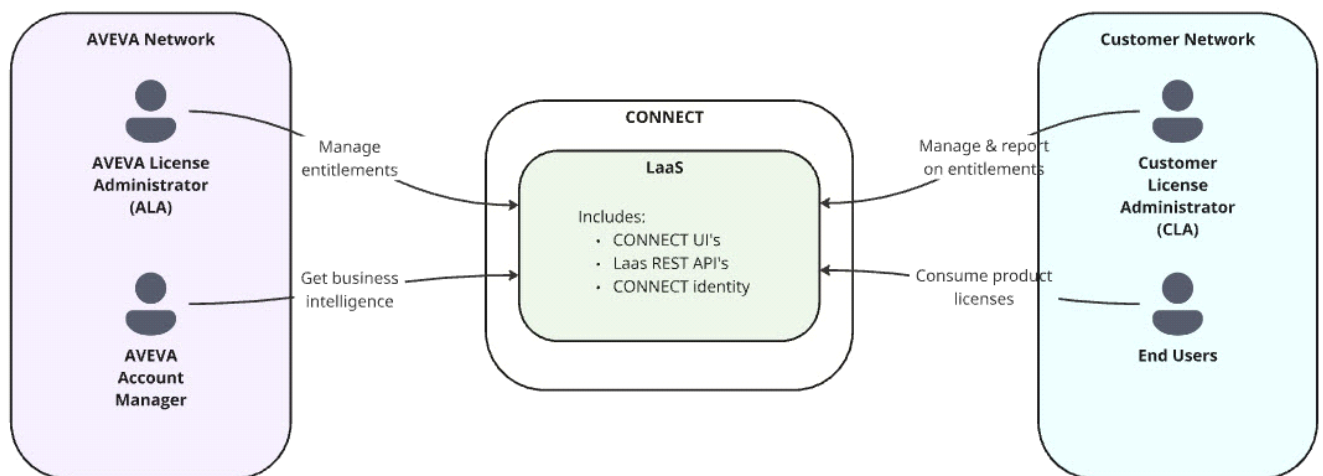
The share limit is the number of times an AVEVA software product can be used concurrently with a single-issued license. The share limit values are set, based upon how each AVEVA product is expected to be used. The most widely configured limits are one, five, or, in some rare cases, unlimited sessions; the most common value is five concurrent sessions.

Share limits exist to protect the intellectual property rights of AVEVA, and to ensure fair and reasonable use of the licenses by AVEVA customers.

Share limits also help customers optimize their license usage and costs.

User Management

AVEVA LaaS users are managed in CONNECT. User roles are illustrated in the image below.



Service Limitations

AVEVA Licensing as a Service has the following limitations:

- An AVEVA LaaS license ends at midnight, after which a new license and a new daily charge will be applied to new or continuing sessions.
- AVEVA LaaS users may use the same license across multiple devices, however they must stay within the share value limit, and must use the same Windows account and CONNECT account. If a customer exceeds the share value limit or uses a different Windows or CONNECT account, a new license will be issued and a separate charge will be incurred.

Regional Cloud Availability

AVEVA Licensing as a Service is accessed via the public Internet using HTTPS/TLS and PCoIP (secure transport mechanisms) or other client software. The web application can be accessed via any supported web browser.

AVEVA LaaS is deployed in the following public cloud region:

- Europe North - Ireland

Hardware and Software Requirements

AVEVA Licensing as a Service is executed through application streaming technology, therefore, client hardware requirements are minimal. Client software requirements are given below

Component	Minimum/Recommended
Web browser	Most HTML5 compatible browsers, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.

Security Standards and Compliance

For enhanced security, AVEVA Licensing as a Service follows these practices:

Access control: Each AVEVA LaaS user requires a CONNECT account, provided as part of the customer subscription when signing up for the CONNECT framework agreement.

Server-side encryption: AVEVA Licensing as a Service uses server-side encryption with managed encryption keys to ensure the encryption of all data-at-rest throughout the system.

Threat Detection: AWS GuardDuty and AWS Inspector are 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 AVEVA Licensing as a Service, AVEVA will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service.

Production Data: Data is retained for at least 5 years after the end of the account's active CONNECT credit agreement to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Licensing as a Service follows the timelines given below.

- **Database Storage**

- AVEVA LaaS services run on Amazon RDS for MySQL.
- Data is stored in Amazon Web Services.

- **Data Backup**

- Full backups are completed every 24 hours.
- 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.

- **Disaster Recovery**

In the event of a service failure, AVEVA initiates a recovery process in accordance with the Recovery Point Objective (RPO) and Recovery Time Objective (RTO) detailed below.

Cloud Service	RPO
AVEVA Licensing as a Service	8 hours

Cloud Service	RTO
AVEVA Licensing as a Service	90 minutes

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>.

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>.