AVEVA™ Assai Document Management

Service Description

Contents

Assai Document Management

Last revision: 4/23/2023

Document Purpose and Audience

Document Purpose

This document describes the functional digital services of Assai Document Management, 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 Assai Cloud

Assai Cloud is a state-of-the-art document management and control system supporting the full lifecycle of an engineering project or asset. Assai supports all processes during the asset life cycle from project initiation to design and build, handover, operations, and decommissioning.
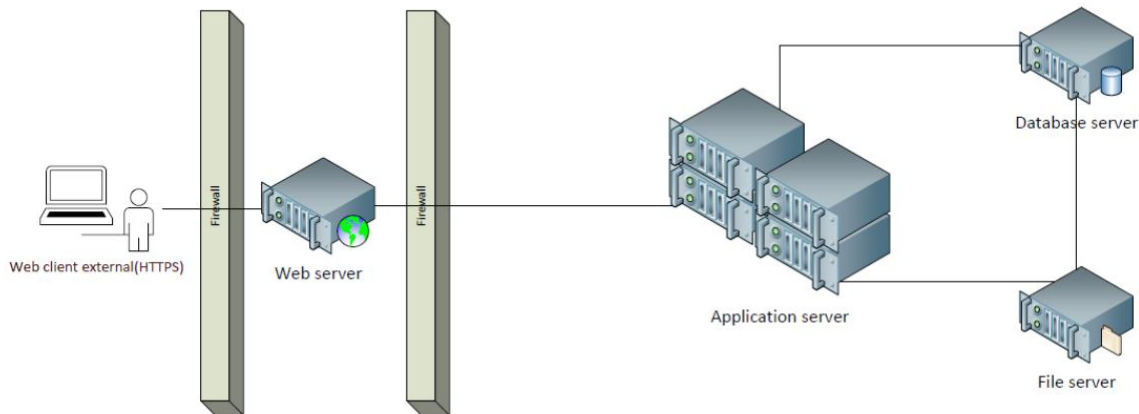
Key Features

- **Increased Productivity:** Assai automates the routing, delivery, escalation and approval of documents, and provides a centralized, secure repository to simplify document retrieval.

- **Early Project Delivery:** Assai's Planning module gives you immediate insight into the progress of your project documentation, so that you can take necessary actions to ensure your projects remain on-schedule.

- **Improved Document Quality:** Strict revision control ensures that everyone is working from the correct revision, reducing risks of errors and improving document quality and reliability.

- **Cost Savings:** Reduce the costs of managing your assets by leveraging Assai's integrated processes, corporate standards, easy find and retrieval options, and the ease of managing your data and controlling your maintenance projects.

Benefits

- Ability to work from anywhere in the world at any time.

- Relief from the burden of maintenance – Assai takes care of the full maintenance and support, including patching, monitoring, and backups.

- Automatically scheduled upgrades to the latest version of Assai as soon as it is released.

- Assai runs in Microsoft Azure data centers, giving the certainty and security of a top-quality, high-performance environment.

- Files can be instantly uploaded and downloaded.

- Centralized, unlimited data storage.

Architecture

The architecture for infrastructure for Assai Cloud and on-premises versions are identical.

Services Overview

Assai Cloud has the same capabilities as the on-premises version. All features from Assai Cloud are supported. Assai Cloud will be updated automatically to the newest version when a new release has been published.

Service Limitations

The Assai web application itself requires little bandwidth. However, a user may experience slower performance while working with large engineering and construction files, due to the local internet connection speeds.

Cloud Connectivity

Assai Cloud is the SaaS solution of Assai that is implemented on the Microsoft Azure platform. The solution makes the same functionality as the on-premises version available across the internet without requiring knowledge about the underlying infrastructure. The maintenance of the infrastructure is the responsibility of Assai and its Cloud Service Provider.

Latency and Bandwidth Requirements

Assai is a light application that requires minimum bandwidth to operate. Upload and download speeds are proportional to network strength.

Regional Cloud Availability

Assai Cloud is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed using any modern web browser.

Assai Cloud is available for deployment in public cloud regions located in:

- Western Europe
- Southeast Asia
- Southwest US

- East Australia

- Nigeria (Azure Stack)

Hardware and Software Requirements

Software requirements

All requests to Assai are made from a client PC (Mac is not supported). From a user perspective a request is sent to Assai Cloud. In either case, the client PC must meet some criteria before the request can be successfully sent and the reply can be successfully handled on return. The main requirements are:

- Operating system: Windows 10, Windows 11

- Web browser:

  o Microsoft Edge (Chromium based)

  o Mozilla Firefox 4 or later

  o Google Chrome

- Assai Widget. The Assai Widget is part of the Assai product and is a set of Java code to support interfacing with client applications such as Microsoft Office applications.

Security Standards and Compliance

Microsoft Azure runs in data centers managed and operated by Microsoft with 24 x 7 continuity. These geographically dispersed data centers comply with key industry standards for security and reliability.

Securing the network, resources, and applications running on the Microsoft Azure infrastructure is the responsibility of Assai. Security compliance is regularly reviewed against industry standards such as SOC TSP, ISO 27001, PCI DSS 3.2.1 using Microsoft Azure services.

Assai patches the operating system according to the latest security updates and monitors each resource in Microsoft Azure, supported by recognized Microsoft Azure CSPs.

Antivirus measures are applied on all web, application, and file servers to secure the virtual machines against malicious file uploads and virus threats.

High Availability, Business Continuity, and Data Protection

Data backup and retention

Maintaining backups is one of the most important aspects of the application and infrastructure management, which ensures a proven safe recovery plan exists for the application if any disaster occurs. Assai Cloud service ensures that this backup plan is in place for all the clients by default and ensures protection and recovery in case of any disaster. Broadly, data-wise, the application is divided into three main components:

- Data in the database

- Files and file share backup

- Components of the application (application, web database)

Azure Backup solutions are used. The details of all the backups are explained as follows:

- **Database backup:** The Oracle database runs in archive mode. The archive files are stored on an Azure locally-redundant (LRS) file share (Azure Storage Account). We also take an automated daily full RMAN backup and export stored in an Azure LRS file share. These Azure File Shares are further protected with automated daily backups using Azure Recovery Service Vault, which is a globally-redundant share and protected against regional failures. The retention of backups for each database is 14 days. Automated scripts are in place to purge the obsolete backup from the file share after 14 days.

- **Files and File Share Backup:** All files stored are automatically stored in Azure locally-redundant files using the Azure File Sync Service. All file shares are then backed up daily (frequency of 24 hours) with a retention period of 30 days. These backups are configured in the Azure Recovery Service Vault and run automatically daily.

- **VM Backup:** VM is hosted on the Microsoft Azure cloud environment in multiple regions. The operating system disk backup is configured on Azure backup. This backup will be retained for 30 days in the Azure recovery vault. If a VM crashes or it needs to be rebuilt, the operating system disk can be used to build another VM with the same configuration and operating system.

Disaster recovery

For disaster recovery, the database restore rolls back to a specific moment with a maximum of 30 minutes of data loss. Files are replicated at all times, so files lost due to a hardware crash is unlikely. Files and databases are also backed up remotely.

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

Cloud Service	Recovery Point Objective (RPO)
Assai	30 minutes

Cloud Service	Recovery Time Objective (RTO)
Assai	Minimum of 24 hours, depending on the size of the backup file

Service Level Commitment

Assai Cloud guarantees depending on the type of contract an uptime of 99.5% excluding planned and communicated downtime for system maintenance and upgrades.

Customer Support

Customer Support is provided by AVEVA and Assai Cloud.

Case management, initial incident triage and 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.

Assai application support (Level-2) and cloud technical support (Level-3) are provided by Assai Cloud and are subject to Section 6 and the Service Level Agreement (SLA) in Annex 3 of the Assai Cloud Agreement.

Decommissioning and Data Destruction

When Assai Cloud services are decommissioned, clients are entitled to save all data stored in the Assai Cloud environment, including file, metadata, and database exports.

Upon request, Assai will provide the following data, subject to a fee paid to Assai, calculated on time and materials rate:

- All files in a folder structure organized per project.

- Excel sheets containing the metadata for all object types, such as documents, document revisions, correspondence, and technical queries.

- Excel sheets containing information about distribution history.

- Other information specifically requested.

The length of time that the service provider retains backup copies of customer data during the termination process is 30 days.

Additional Services

Assai offers the following consulting services:

- Implementation services, including DC/DM business process analysis, configuration, and training

- Hypercare services post-installation

All consulting services are provided as part of the implementation project activities.

Additional Terms and Conditions

Each client organization must enter into and agree to the terms of an Assai Cloud Hosting Agreement directly with Assai in order to subscribe to or gain access to the Assai Cloud Services ("Assai Cloud Agreement").