



## CONNECT Visualization Services Service Description



# Contents

<b>CONNECT visualization services</b> .....	<b>4</b>
Document Purpose and Audience .....	4
About CONNECT Visualization Services .....	4
Service Overview .....	5
Service Limitations .....	5
Regional Cloud Availability .....	5
Hardware and Software Requirements .....	5
Security Standards and Compliance .....	6
High Availability, Business Continuity, and Data Protection .....	6
Decommission of CONNECT Visualization Services .....	7
Service Level Commitment .....	7
Additional Services .....	7

# CONNECT visualization services

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## Document Purpose and Audience

### Document Purpose

This document describes CONNECT visualization services, including key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the CONNECT 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 CONNECT Visualization Services

CONNECT visualization services provide the common SaaS (Software as a Service) visualization experience for AVEVA, as well as the necessary services that allow customers to create specific experiences for different roles. CONNECT visualization services provide the core capabilities necessary for the delivery of contextualized engagements for a user, role, or team. These specific visualization experiences are visualization applications, of which an account can have one or many, as well as the self-service experience.

The user can see pre-engineered visualization experiences as well as compose their own view using existing content.

CONNECT visualization services enables users to:

- Connect with critical production data anywhere, anytime and on any device from AVEVA Data Hub.
- Create your own dashboards and experiences from existing content to analyze data. For example:
  - Compare results and data across assets, plants, or fleets.
  - Understand the performance and state of assets and production processes in a visual context.
- Create personalized content and dashboards.
- Share and collaborate across different teams and assets that are geographically distributed.
- Manage content.
- Leverage existing content applications from CONNECT.

## Architecture

CONNECT visualization services are vendor and system agnostic services. Use the CONNECT visualization services publishers and open APIs to bring in operational data from AVEVA Data Hub and other external data sources into CONNECT visualization services. CONNECT visualization services can access data from multiple AVEVA Data Hub namespaces to deliver one unified view or dashboard. Together, these provide a unified view of actionable intelligence for collaboration, process analytics and asset efficiency.

## Service Overview

CONNECT visualization services is a multi-tenant application based on Microsoft Azure and provides access to geographically dispersed users.

## Service Limitations

CONNECT visualization services has the following limitations:

- Users may access only one AVEVA Asset Information Management - Advanced instance for each CONNECT account.
- While one CONNECT visualization services instance can be connected to many AVEVA Data Hub namespaces, the performance will vary based on data and complexity of the namespaces.
- CONNECT visualization services are unable to search or visualize complex AVEVA Data Hub streams or asset metadata.

## Regional Cloud Availability

CONNECT visualization services are accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

CONNECT visualization services are available for deployment in the following public cloud region:

- Americas - US West – California

## Hardware and Software Requirements

As CONNECT visualization services are provisioned on CONNECT, a supported browser is the only requirement to use it.

Component	Minimum/Recommended
Web browser	HTML5 compatible browser, including the latest versions of Google Chrome, Mozilla Firefox, and Microsoft Edge.
Internet connection	10 MBps or higher per user

## Security Standards and Compliance

CONNECT visualization services are a native cloud offering built on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for CONNECT, CONNECT visualization services are certified to be developed according to ISASecure/IEC 62443 best-practice standards.

## High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, CONNECT visualization services follows the timelines given below.

- **Database Storage:** CONNECT visualization services run on a proprietary database on top of native Azure services.
- **Data Backup**
  - Data is backed up every **4 hours**.
  - At a minimum, daily off-site backups are maintained.
- **Disaster Recovery**

AVEVA follows predefined procedures for restoration and disaster recovery.

In case of a disaster, services and data are restored in an alternate environment leveraging the latest available backup.

Cloud Service	Recovery Point Objective (RPO)
CONNECT visualization services	4 hours

Cloud Service	Recovery Time Objective (RTO)
CONNECT visualization services	12 hours (including provisioning, service deployment, and testing)

## Decommission of CONNECT Visualization Services

The customers are able to request a copy of the data for up to **30 days** from termination, beyond which AVEVA does not have the obligation to continue to store customer data. During this period, if a customer deletes a solution, then after **10 days** of deletion, data will be deleted and will not be recoverable.

Decommission of CONNECT visualization services can happen under these scenarios:

- **By customer request**

Termination date is taken as the date when the request is received.

- **If renewal becomes 21 days overdue**

Termination date is taken as the renewal date.

For more generic information on decommission and data destruction, see the CONNECT service description.

## 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 web site 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/customer-first/success-accelerators/>.