AVEVA™ BI Gateway on CONNECT Service Description

Contents

AVEVA BI Gateway on CONNECT

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Document Purpose and Audience

Document Purpose

This document describes AVEVA BI Gateway on CONNECT 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 AVEVA BI Gateway on CONNECT

AVEVA BI Gateway on CONNECT is a cutting-edge enterprise manufacturing intelligence (EMI) solution that streamlines the automation of extracting, transforming, and storing operational KPIs, metrics, and relevant contextual information within AVEVA Insight data structures.

This advanced tool consolidates and contextualizes data for use with popular Business Intelligence (BI) tools like Tableau, Microsoft Power BI, and others. The hassle of dealing with REST Application Programming Interfaces (APIs) is eliminated, making the process smoother.

Users can pull data from the multi-dimensional datastore and explore, consolidate, and make comparisons across various metrics (for example, OEE, energy efficiency, mass balance, etc.) within the context of multiple sites, products, assets, and more.

Tightly integrated with CONNECT, AVEVA BI Gateway offers the following features and key benefits:

Key Features

- Ability to process large data models.

- Centralized authentication and authorization, enhanced security, and a single point of entry

- Enhanced collaboration between users sharing information, results, and dashboards.

Key Benefits

- Using the cloud's inherent benefits in scalability and reliability, AVEVA BI Gateway on CONNECT provides a secure managed environment so you always have the latest software and versions.

- Enables auto-scaling on Azure Kubernetes Services

- Zero downtime deployment

- Granular deployment progress update

- Simplifies your IT operations and reduces costs of deployment and management of new hardware and systems.

- Reduces overall cost of ownership while giving you the benefit of quick deployment.

Architecture
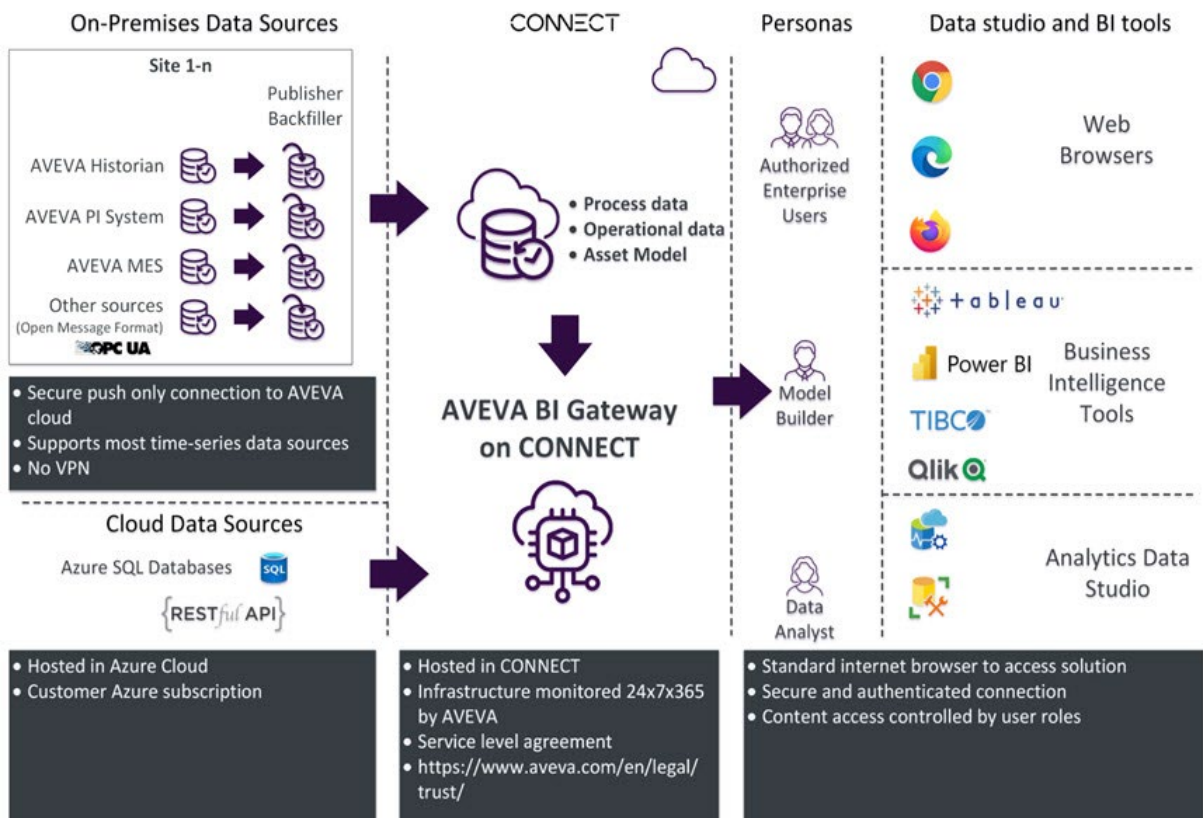
Service Overview

AVEVA BI Gateway on CONNECT is a single tenant software. Each customer gets a separate Microsoft SQL Azure database, containing both their model configuration and the results of the model execution called datastore.

AVEVA BI Gateway capacity provisioned on CONNECT deploys two components, such as the Model Builder client and the datastore, on Azure Kubernetes Services paired with its Azure SQL database segregated by tenant.

Access to the Model Builder is controlled via CONNECT (OpenID Connect).

Authentication to the datastore is provided through Microsoft Entra ID.

User Management

All users and user groups are defined and managed using CONNECT, which includes:

- Role assignment to access specific AVEVA BI Gateway tenants within CONNECT.

- Role assignment to access Azure SQL Database "Datastore".

- Role assignment to access Azure SQL Database "Reporting" (AVEVA Asset Information Management - Advanced only).

AVEVA BI Gateway supports multiple roles with each role defining a set of permissions. All users are assigned to at least one role and may be assigned to multiple roles.

User Roles

- Datastore Administrator:

    o Administrator access to the AVEVA BI Gateway on CONNECT Model Builder

    o Read-only access to the Azure SQL Database "Datastore"

- Datastore - Analytics User:

    o Read-only access to the Azure SQL Database "Datastore"

- Reporting - Analytics User (AVEVA Asset Information Management - Advanced only):

    o Read-only access to the Azure SQL Database "Reporting"

Service Limitations

AVEVA BI Gateway on CONNECT has the following limitation:

- User access to SQL Azure datastore is limited to 25 simultaneous users only.

NOTE: For larger implementations, AVEVA recommends limiting direct queries by leveraging analytics tools advanced features, such as Microsoft Power BI Services Refresh or Tableau Cloud Extract, which regularly and incrementally update their internal dataset to sustain large dashboard user access through a single connection to the datastore.

For additional simultaneous connections, contact your Sales team for definition of an enterprise license which may involve larger Azure resources subscriptions.

Regional Cloud Availability

AVEVA BI Gateway on CONNECT is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

AVEVA BI Gateway is available for deployment in the following public cloud regions:

- Americas - Canada Central
- Americas - US West (California)
- Asia-Pacific - Southeast Asia (Singapore)
- Europe North - Ireland

Hardware and Software Requirements

AVEVA BI Gateway on CONNECT 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.
Internet connection	10 Mbps upload and download speed or faster per user

Security Standards and Compliance

For enhanced security, AVEVA BI Gateway on CONNECT follows these practices:

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

Server-side encryption: AVEVA BI Gateway uses server-side encryption with managed encryption keys to ensure the encryption of all data-at-rest throughout the system.

Restricting access to source IP ranges (Allowlist): AVEVA BI Gateway requires restricted access to each instance. The service can be configured to access allowed IP ranges only. Allowlisting your organization's trusted IP range(s) marks them as safe networks from which users can log in. Access from other IP ranges is explicitly denied.

Threat Detection: Microsoft Defender is used for threat detection.

Decommission of the Service

Upon request and confirmation from the customer to decommission AVEVA BI Gateway on CONNECT, 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 30 days after receiving the deletion request to safeguard against accidental or wrongful deletion. After this period, the process of deleting data is initiated.

A backup of the data store may be provided (for an additional fee) upon request from the customer.

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

Refer to AVEVA Software Legal Information and Policies on the AVEVA Legal site at: https://www.aveva.com/en/legal/.

NOTE: At the end of every 30-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, AVEVA BI Gateway on CONNECT follows the timelines below.

- **Database Storage**: AVEVA BI Gateway on CONNECT runs on Microsoft SQL Azure databases within AVEVA Azure subscriptions.

- **Data Backup**
  - Full backups are completed every week, with differential backup available every **12 hours**.
  - Transaction log backups are created every 10 minutes.
  - Point-in-time restore backups are available with 35 days of retention.
  - For long-term retention, each month a monthly database backup is taken; these backups are retained for 180 days (6 months).

- **Disaster Recovery**

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

Cloud Service	Recovery Point Objective (RPO)
AVEVA BI Gateway on CONNECT	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA BI Gateway on CONNECT	24 hours

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/.