



# AVEVA™ Enterprise Resource Management on CONNECT Service Description



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# AVEVA Enterprise Resource Management on CONNECT

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## Document Purpose and Audience

### Document Purpose

This document describes AVEVA Enterprise Resource Management 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 Enterprise Resource Management

AVEVA Enterprise Resource Management enables EPCs and shipyards to execute more effective projects, providing industry-tuned features as well as integrating the business-critical processes of engineering and design, materials, planning and construction.

### Features and Capabilities

- **Catalogue Manager**

The Catalogue Manager module addresses many of the typical engineering management issues by supporting a common, consistent catalogue, and supporting multiple design tools and client catalogues. Use of the Catalogue Manager ensures that the 3D design team, materials management, supply chain, and the fabricators are working with the same material ID through the complete end-to-end process.

While supporting catalogues for all disciplines, one of the Catalogue Manager's key capabilities is the rapid generation of pipe classes that enable early model development and support approved changes by revision control.

- **Planning**

By supporting the assignment of all critical resource requirements, including material, documents, drawings and instructions, the Planning module can significantly reduce project cost and delivery time, increasing business efficiency, profitability, and competitive advantage. The Planning module has a bi-directional interface to the key planning products.

- **Material**

The Material module provides easy access to accurate material requirements through every stage of a project from its initial estimate definition, through progressive refinement of the model and non-modelled material, ensuring the most accurate requisitions are passed to procurement.

The Material module processes requisitions through the full supply chain from Enquiries through Purchase Orders, Expediting, Inspections, Logistics into a full warehouse module, providing accurate and up-to-date material status to support the fabrication and construction process.

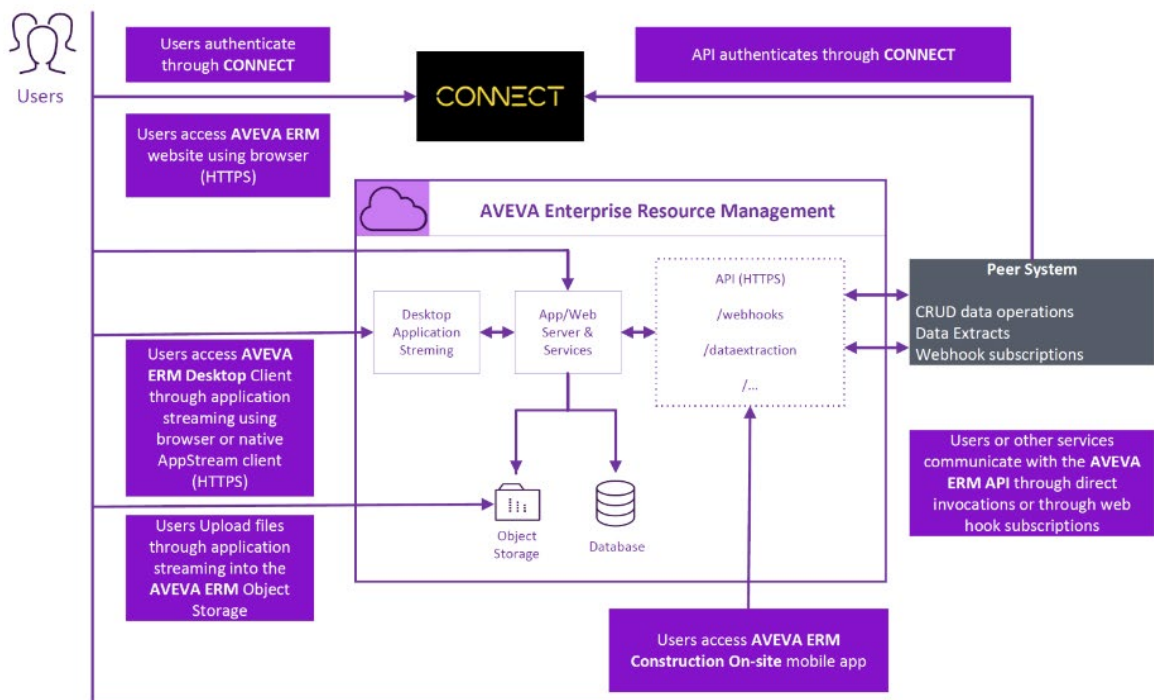
- **Construction**

The Construction module is a powerful and comprehensive solution for the detailed planning, monitoring, and control of the entire life cycles of fabrication and erection tasks - from their creation to scheduling and release, through to selecting, reserving and distributing materials. The module fully supports the AWP methodology, creating CWP, EWP, IWP, FWP, SWP and other packages.

AVEVA Enterprise Resource Management on CONNECT offers lower cost of ownership as AVEVA manages the upgrade process including database upgrades, as well as all operation tasks such as backup, disaster recovery, security, monitoring, compliance, and performance scaling. AVEVA Enterprise Resource Management on CONNECT is accessible over the internet and provides advanced access control over the networking environment.

**Architecture**

The functional architecture for AVEVA Enterprise Resource Management is shown in the diagram below.



Users authenticate through CONNECT, and then login to the application desktop client by selecting the appropriate environment to use. The application is streamed to the user through the application streaming technology AppStream 2.0 provided by Amazon AWS. Files can be uploaded to AVEVA Enterprise Resource Management (ERM) through the application streaming interface. Additionally, users of the AVEVA ERM Construction On-site app communicate through the API.

For integration purposes, the AVEVA Enterprise Resource Management API is available online with authentication provided through CONNECT.

## Service Overview

AVEVA Enterprise Resource Management, provisioned on CONNECT, is deployed on a per customer organization, or per customer business unit basis. One production environment is provided per deployment by default.

AVEVA Enterprise Resource Management can be provisioned in a select number of regions across the world, but one AVEVA Enterprise Resource Management instance is provisioned entirely within a single selected region.

For deployments under SLA, only the production environment is covered by the SLA. Any additional environments or deployments not under SLA are best effort.

Contact AVEVA for further details.

### User Management

Users are managed in CONNECT and imported into AVEVA Enterprise Resource Management. User group assignments and role definitions are defined inside AVEVA Enterprise Resource Management.

## Service Limitations

The following table presents the verified operational parameters and known limitations for a standard AVEVA Enterprise Resource Management instance. For operational requirements which fall outside these, please discuss with the AVEVA team.

Area	Summary	Criteria, Notes
Database	Maximum size of the production database	250GB of data. Larger database is supported, but RTO values are affected

## Regional Cloud Availability

AVEVA Enterprise Resource Management is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The web applications can be accessed via any supported web browser.

For AVEVA Enterprise Resource Management, engineering data can be located in a cloud region agreed with AVEVA in any of the following locations:

- Americas - US - North Virginia, Oregon
- Americas - Canada
- Asia-Pacific - Singapore, Tokyo, Sydney, Seoul, Mumbai
- Europe - Ireland, Frankfurt, London

In addition to the selected region, the application hosts the following components in the Ireland region:

- The AVEVA Enterprise Resource Management Connect website, from where the individual environments can be started.
- The AVEVA Enterprise Resource Management API proxy, which routes all external API requests and responses.

## Hardware and Software Requirements

The AVEVA Enterprise Resource Management service is executed through application streaming technology. Therefore, client hardware requirements are minimal. Client software requirements are given below.

### Client Software (for Desktop Client)

Component	Minimum/Recommended
Web browser	Most HTML5 compatible browsers, including the latest versions of Google Chrome, Mozilla Firefox and Microsoft Edge, on desktop devices, including Windows, Mac, Chromebooks, and Linux PCs
Operating system	Any operating system supporting a compatible browser as listed above If using the AppStream 2.0 Windows Client, the minimum requirement is Windows 10 64-bit (or a later Windows version)

Additionally, the user can access part of the AVEVA Enterprise Resource Management service through the AVEVA ERM Construction On-site mobile app. The app is supported on Android/iOS compatible devices with the following requirements.

Operating System	Minimum/Recommended
Android	Minimum Android version: 5.0 (API Level 21) Target/Recommended android version: 11 (API level 30)
iOS	Version 9 or higher

## Decommission of the Service

Upon request and confirmation from the customer to decommission the service, AVEVA initiates the following:

- Deletion of all customer data held in databases, file storage and back-ups
- Removal of all cloud infrastructure and serverless resources associated with the customer tenant

A backup of the database and file/object-based data may be provided (for an additional fee) upon request from the customer as part of the request for decommissioning.

## High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA Enterprise Resource Management follows the timeline given below.

- **Database Storage:** Architecture is being defined to enable efficient backup, and separation of executables from the persisted configuration, and data.
- **Data Backup**
  - Full backups are completed every **24 hours**.
  - Database archive logs for point-in-time recovery are backed up every **5 minutes**.
  - Point-in-time recovery is available for **2 weeks**.
  - All backup data is retained for **30 days**.
  - 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 RPO and RTO objectives detailed below.

Cloud Service	Recovery Point Objective (RPO)
AVEVA Enterprise Resource Management	2 hours

Cloud Service	Recovery Time Objective (RTO)
AVEVA Enterprise Resource Management	8 hours



The AVEVA Enterprise Resource Management database is configured with an up-to-date fail-over instance running in a separate availability zone. Disaster recovery and disaster recovery testing follow similar principles as the backup system using AWS services. At its discretion, AVEVA performs modeling/desktop and actual incident response drills, including disaster recovery scenarios but does not communicate the results of these exercises for reasons of security.

## 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/>.