



AVEVA™ Unified Supply Chain on CONNECT Service Description

Contents

AVEVA Unified Supply Chain on CONNECT	4
Document Purpose and Audience	4
About AVEVA Unified Supply Chain	4
Scheduled Data Updates for Assay Library and Journal Data	7
About Unified Supply Chain Desktop SaaS.....	7
Service Overview	7
Service Limitations	7
AVEVA Unified Supply Chain Desktop SaaS.....	8
Regional Cloud Availability	9
Hardware and Software Requirements	9
Security Standards and Compliance	10
Decommission of the Service	10
High Availability, Business Continuity, and Data Protection	11
Service Level Commitment	11
Additional Services	11

AVEVA Unified Supply Chain on CONNECT

Last revision: Wednesday, September 11, 2024

Document Purpose and Audience

Document Purpose

This document describes AVEVA Unified Supply Chain 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 Unified Supply Chain

AVEVA Unified Supply Chain is a single, unified enterprise application that covers almost all supply chain activities. AVEVA Unified Supply Chain solves the legacy modeling and workflow challenges in a plant where different tools, different models, and different users make it difficult to optimize downstream assets on the one hand, and supply and distribution on the other.

AVEVA Unified Supply Chain enables easy modeling of complex network topologies, optimizes multi-plant assets by sharing materials, supplies and demands, optimizes supply and distribution, and optimizes the plant alongside the network, thereby ensuring consistency of decision-making through shared data and transparent solutions.

AVEVA Unified Supply Chain on CONNECT provides most of the standard capabilities – Assay, Plan and Network, Calculation Hub, Schedule, and Schedule AI Assistant. (See *Service Limitations* on page 7 for features that are not supported on CONNECT).

Key Benefits

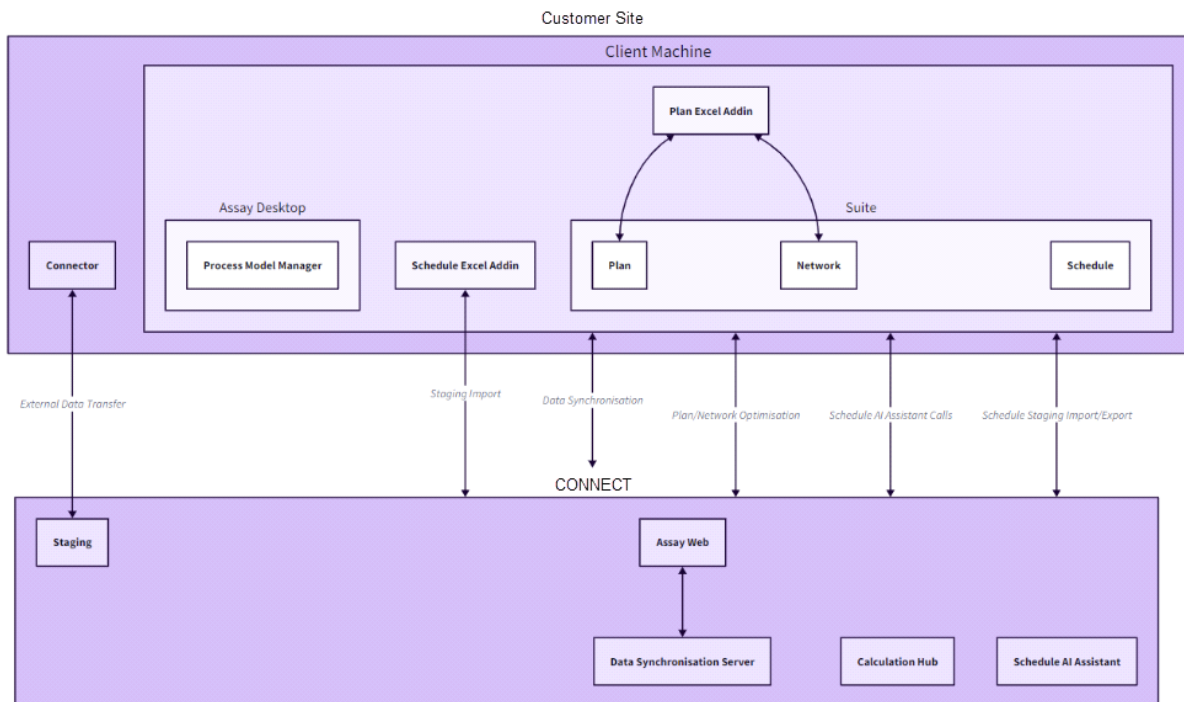
- **Accessible via CONNECT:** Accessibility via CONNECT ensures basic user management and authentication for AVEVA Unified Supply Chain.
- **Scalable and Reliable:** Provides the cloud's inherent advantages of:
 - Ease of scaling up the number of worker nodes connected to the hub
 - Ready-to-use systems that are pre-installed, configured, and licensed.
 - Simplification of IT overheads, such as complex upgrade processes, bring in efficiencies and reduced costs

- **Easy Set Up:** AVEVA Unified Supply Chain delivers the desktop client installer via download links. The desktop client is easily configured by the setup wizard to connect to the cloud services such as the DataLayer, CrudeSync, Calculation Hub and Schedule AI Assistant.
- **Secure customer data:** AVEVA Unified Supply Chain logically isolates each customer's resources and data and restricts access to this data via CONNECT.
- **Collaboration:** Supports collaboration by enabling you to share objects with the team members. These objects can be made available in data shares, with individual users having write access, read access, or no access to those shares as appropriate.

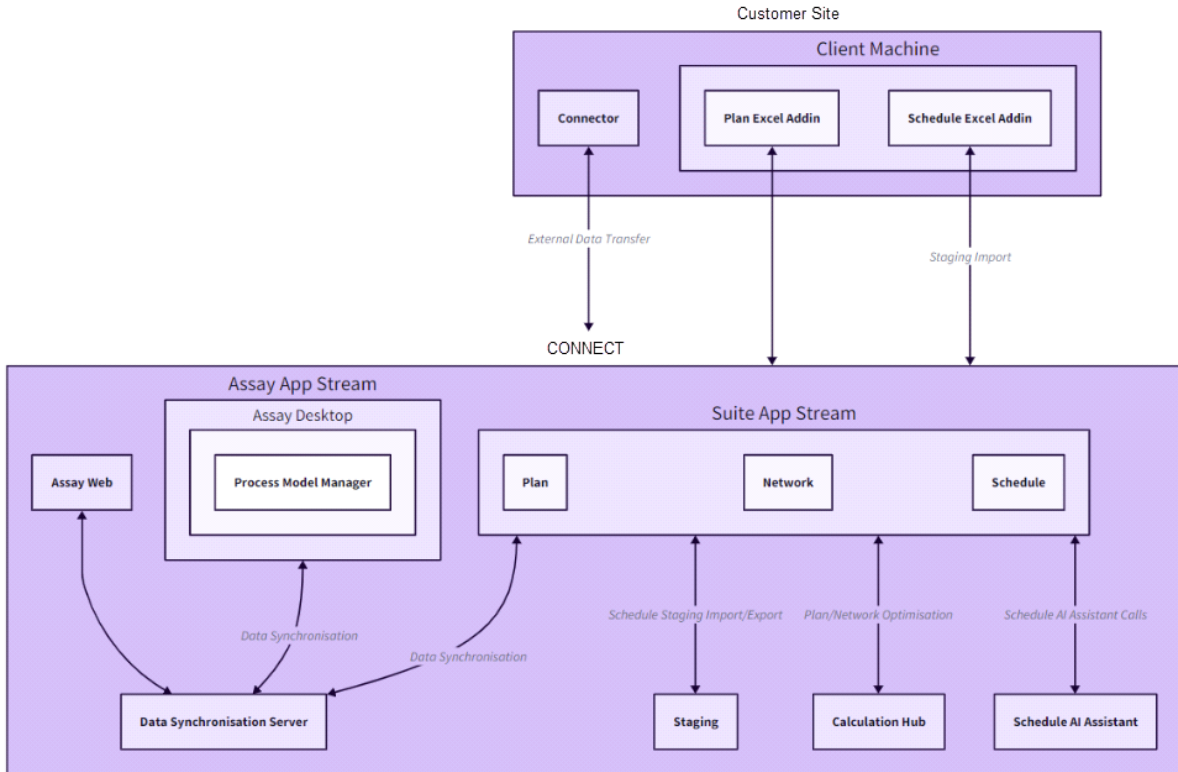
The AVEVA Unified Supply Chain environment which supports multiple assets, users, teams, and workflows, allows users to understand the implications of their decisions on the business as a whole, fostering collaboration.

Architecture

The diagram below depicts the AVEVA Unified Supply Chain architecture.



In addition to the hybrid hosting option described above where users install the desktop clients on their own machines, a SaaS option is also available. AVEVA Unified Supply Chain Desktop SaaS enables the usage and streaming of the desktop clients via a browser session, which is accessed via our CONNECT portal.



AVEVA Unified Supply Chain uses separate network synchronization components to aid in data sharing and distributed processing:

- CrudeSync – This is the network server component for data sharing
- Data Layer – This is the network server component for data sharing
- Calculation Hub – This component comprises distributed processing servers
- Staging Server – This is the network server component for actual operational data used in Schedule
- Schedule AI Assistant – This component comprises distributed Azure native resources (PaaS)

Using a common framework, these different specialized components allow users to consistently share supply chain data across an enterprise.

Scheduled Data Updates for Assay Library and Journal Data

Assay Library Updates

As part of the AVEVA Unified Supply Chain software, clients may optionally choose to license the Shell or Chevron marketed assay library. These databases of crude oil feedstock information receive updates on a regular basis.

Oil and Gas Journal Updates

As part of the AVEVA Unified Supply Chain software, clients can optionally choose to license the Oil and Gas Journal data for use in Netback analysis. This data contains information relating to refineries around the world, including key processing unit capacities.

Process for Updates

You will be notified by a change notice when the updates are applied to your environment. The change notice will include information on data additions and any other changes.

About Unified Supply Chain Desktop SaaS

Unified Supply Chain Desktop SaaS (USC Desktop SaaS) is the latest step in the cloud evolution of Unified Supply Chain, as the existing deployment and upgrade process for our hybrid solution can be disruptive for certain clients.

USC Desktop SaaS streamlines the deployment experience for both the client and AVEVA, providing an improved customer experience. All desktop applications are available as SaaS offerings, a key component of our move toward continuous delivery.

Service Overview

AVEVA Unified Supply Chain is deployed on a single tenant basis for a customer organization. The service components are containerized which enables improved scaling.

User Management

Basic user management authentication is enabled via CONNECT.

Roles and permissions, such as access to specific AVEVA Unified Supply Chain data shares defined in the DataLayer and CrudeSync, are managed within the application.

Service Limitations

AVEVA Unified Supply Chain on CONNECT

AVEVA Unified Supply Chain on CONNECT has no current limitations when compared to previous versions offered outside CONNECT.

AVEVA Unified Supply Chain Desktop SaaS

Customers who license any Plan / Schedule / Network products will have access to all three products. Usage of the licensed products will be enforced contractually.

The initial implementation of USC Desktop SaaS has some limitations, which are addressed below:

- Customers may experience limitations using copy and paste functionality in certain scenarios.
- Customers will not be able to display USC Desktop SaaS on multiple monitors in the initial release.
- Use of AVEVA Unified Supply Chain on local machines in combination with USC Desktop SaaS requires explicit approval from the USC Product Management team, as is an unsupported use case, and has implications on rolling out updated software versions.

Technical Support Limitations:

- Customers cannot currently monitor memory or CPU usage on the SaaS virtual machine.
- Customers cannot currently extract the client database used by Plan / Schedule / Network to diagnose certain user issues.
- Customers cannot partially reset user data. For example, if an Assay user has corrupted objects like Flowsheets or Sets, they may prevent the Assay from starting. Rather than resetting the problematic object types, all data types would need to be reset.

USC Assay Limitations:

Customers who use the Assay SDK will need to run this from their desktop machines and connect to the appropriate web end point. CONNECT support for the Assay Web end point is currently unsupported.

Microsoft Office Excel is not installed or supported on the SaaS virtual machine, therefore:

- The Export to Excel option in the database view of Assay is non-working. Users may copy and paste this information or use alternative reporting functionality.
- Users are unable to right click, select View Report and select an Excel template. Users may use the Export context option to save files.
- Saving custom Excel reports to a specific folder that appear in the Reporting ribbon within Assay is unsupported. Users may use the Export context option to save files.

USC Plan / Network Limitations:

- For customers using the Plan SDK:
 - Additional components must be installed on local machines; the mechanism by which to distribute the components has not yet been established.
 - The Plan SDK must be run from customers' desktop machines and connect to the appropriate web end point.
- Customers who use the Plan Excel Add-In are unable to use the current SaaS offering.
- Customers are unable to use the Excel icon in the lower right-hand corner of the screen or automatically open and display data in Excel (export from Plan).

USC Schedule Limitations:

Microsoft Office Excel is not installed or supported on the SaaS virtual machine, therefore:

- Customers who use the Schedule Excel Add-In are unable to use it on the SaaS platform; a separate installer will be provided for deployment on physical machines.
- Users are unable to open Excel reports or data outputs on the virtual machine. Users may use the Export context option to save files, or user Bulk Export Reports to retrieve Schedule reports and data dumps.

Regional Cloud Availability

AVEVA Unified Supply Chain 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 Unified Supply Chain is available for deployment in the following public cloud regions:

- Americas - US West
- Asia-Pacific - India
- Asia-Pacific - Japan
- Asia-Pacific - Singapore
- Europe - United Kingdom
- Europe North - Germany
- Europe West - Netherlands

Other regions can be considered on request.

USC Desktop SaaS is available for deployment in the following public cloud regions:

- Americas - US West
- Europe North - Germany

Hardware and Software Requirements

AVEVA Unified Supply Chain desktop client has the following requirements:

Desktop Client Network Requirement

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 higher
Firewall Port	HTTPS port 443

Desktop Client Hardware Requirement

Component	Minimum/Recommended
Processor	Intel multi-core processor with 64-bit support, for example Intel i7
Memory	32 GB RAM
Disc space	20 GB
Operating System	64-bit Microsoft Windows 10 with Microsoft .NET Framework 4.7.2 or later
Database	64-bit Microsoft SQL Server Express 2016 or later. Other editions, such as Standard or Enterprise, are also supported
Display	2560 x 1440 or higher, 16m colors, dual monitors recommended

NOTE: Any desktop or server application hosted in a virtualized environment on a customer private or public cloud will be deployed, tested, and maintained by the customer or contracted party. AVEVA only tests the AVEVA Unified Supply Chain desktop clients with the hardware requirements defined above under AVEVA-maintained virtual and physical machines. No testing is performed on third-party hosting platforms.

Security Standards and Compliance

For enhanced security, AVEVA Unified Supply Chain implements access control. Each user requires a CONNECT account, provided as part of the customer subscription when signing up to the CONNECT framework agreement.

Decommission of the Service

Upon request and confirmation from the customer to decommission 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.
- **Backup:** A backup of the Microsoft SQL Server data store may be provided (for an additional fee) upon request from the customer.

NOTE: At the end of every 90-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 Unified Supply Chain follows the timelines given below.

- **Database Storage:** AVEVA Unified Supply Chain on CONNECT runs on Microsoft SQL Server database.
- **Data Backup**
 - Full backups are completed **every week**, log backup is available **every 15 minutes**
- **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)
AVEVA Unified Supply Chain	15 minutes
USC Desktop SaaS	12 hours (based on recommended usage guidelines)

Cloud Service	Recovery Time Objective (RTO)
AVEVA Unified Supply Chain	48 hours
USC Desktop SaaS	18 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/>.