



CONNECT Visualization Service Description

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CONNECT Visualization

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Document Purpose and Audience

Document Purpose

This document describes CONNECT visualization, 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

CONNECT visualization provides 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 provides 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 enables users to:

- Use CONNECT data services to access critical production data anywhere, anytime, and on any device.
- 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 is vendor and system agnostic. Use CONNECT visualization publishers and open APIs to bring in operational data from CONNECT data services and other external data sources. CONNECT visualization can access data from multiple CONNECT data services; together, they provide a unified view of actionable intelligence for collaboration, process analytics, and asset efficiency.

Service Overview

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

Service Limitations

CONNECT visualization has the following limitations:

- Users may access only one AVEVA Asset Information Management - Advanced instance for each CONNECT account.
- Performance of a CONNECT visualization instance connected to many CONNECT data services namespaces will vary based on the namespaces' data and complexity.
- CONNECT visualization is unable to search or generate illustrations of complex CONNECT data services streams or asset metadata.

Regional Cloud Availability

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

- Americas - US West - California
- Europe North - Ireland

Hardware and Software Requirements

As CONNECT visualization is 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 faster per user

Security Standards and Compliance

CONNECT visualization is 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 is 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 follows the timelines given below.

- **Database Storage:** CONNECT visualization runs 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	4 hours

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

Decommission of CONNECT Visualization

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 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/>.