Track'em Enterprise Resource Tracking

Service Description

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of the Track'em Enterprise Resource Tracking (ERT) system, including its key features and limitations, as well as the operational parameters.

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 Track'em Enterprise Resource Tracking

The Track'em cloud-based Enterprise Resource Tracking (ERT) platform provides comprehensive tracking solutions for capital-intensive construction, mining, and oil and gas projects. The platform offers scalable, flexible, and user-friendly access to key project stakeholders. By leveraging cloud technology, Track'em ERT enables users to know the location and status of assets and materials anytime, anywhere, on any device. This facilitates effective collaboration among geographically dispersed teams and enhances project productivity.

Track'em addresses the crucial issue of lack of visibility and control over assets and materials, which often leads to project delays, budget overruns, and compliance issues.

The Track'em ERT system offers a comprehensive solution for tracking and managing various items essential to your projects and operations:

- Assets (Qty = 1): Equipment, vehicles, tools.
- Stock Items (Qty ≥ 1): PPE, consumables, spares.
- Materials (Qty ≥ 1): Specific construction materials for projects.

By classifying items into categories, we ensure accurate tracking and management tailored to each item type.

Key Features
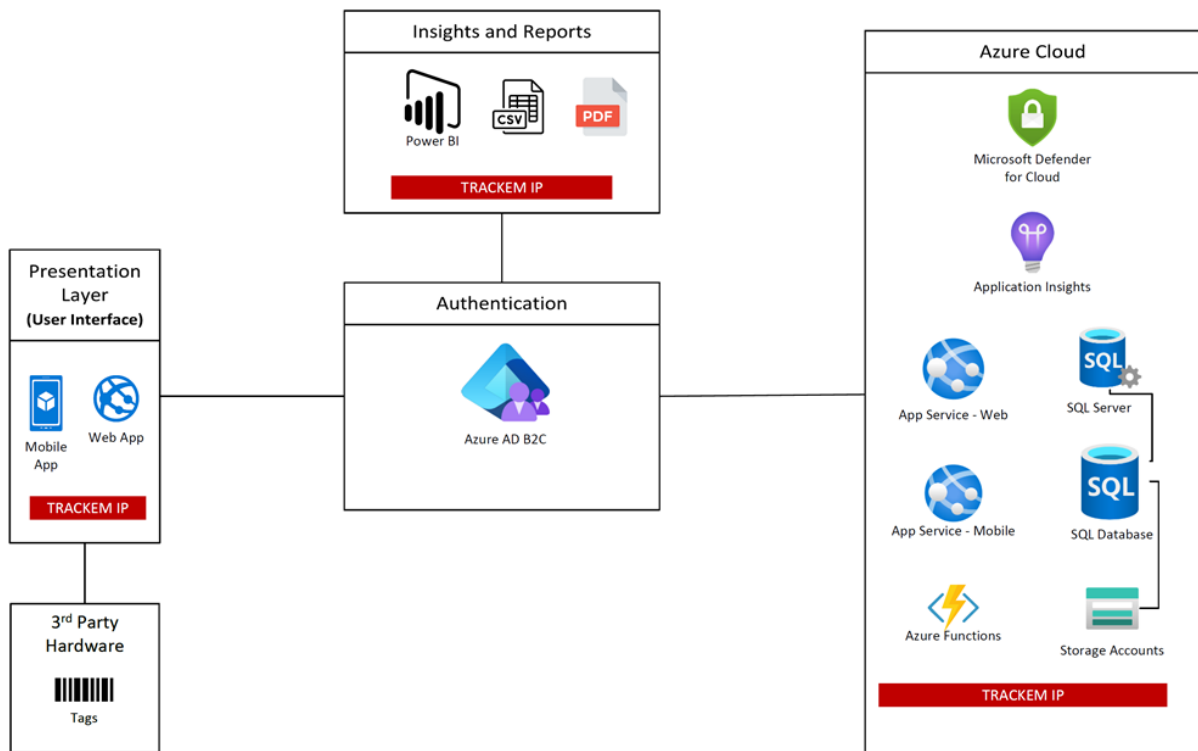
Track'em ERT provides:

- An online database on a secure Microsoft service that provides a Single Source of Truth for all your materials.
- Barcode tracking to reduce administration and data entry overhead costs and increase accuracy.
- GPS location tracking to provide an audit trail of materials.

- Patented Building Integration Modeling (BIM) integration to enrich your BIM models with a digital twin of construction progress based on information from the field.

- Improved schedule management by increasing materials status, location, and custody visibility.

- Use of a mobile app to scan and update your materials.

Key Benefits

- Enhanced project visibility: Improve planning accuracy with efficient material status and location updates.

- Time savings: Substantially reduce the time spent searching for materials.

- Resource optimization: Support peak construction activity with fewer indirect materials staff.

- Increased productivity: Significant improvement in time-on-tools, and reduced material wait times and replanning.

- Real-time data exchange: Facilitate sharing up-to-date information between project stakeholders.

Architecture

Service Overview

Track'em ERT provides scalable and user-friendly solutions that empower users to know the location, status and condition of assets and materials anytime, anywhere, on any device.

User Management

Users, user groups, and roles are defined and managed within the Track'em ERT platform. Access control is based on site or role. There are three primary user types:

- Admin: Full access to all features and settings.

- Normal: Access to standard functionalities necessary for their role.

- Viewer: Read-only access to view information without making changes.

On-Premises Solutions for Strategic Accounts

While Track'em ERT is primarily a cloud-based platform, certain use cases may require on-premises solutions for specific security, compliance, or operational needs. On-premises solutions are available and involve additional services and costs due to the specialized resources and infrastructure required.

Service Limitations

The following table presents examples of operational parameters and known limitations for Track'em ERT.

Area	Summary
General	The platform supports only the English language.
Hardware and software limitations	Use only the recommended desktop client web browsers and web browser versions. Other web browsers and older web browser versions may have limited or unsupported functionality.
	Use only the recommended mobile device operating systems and operating system versions. Other operating systems and older operating system versions may have limited or unsupported functionality.
	To know about the requirements, see the Hardware and Software Requirements section of this service description.
File size limitation	10 MB is the maximum upload size for each file.
Supported file formats	Data import and export supports CSV and XLS file formats.
	File attachments support PDF and JPG file formats.

Regional Cloud Availability

Track'em ERT is accessed via the public Internet using HTTPS/TLS (a secure transport mechanism). The platform can be accessed via any supported web browser and mobile devices.

- Track'em ERT is available from the following public cloud region:
  - Asia-Pacific – Australia

- Upon request, for clients with specific security, compliance, or confidentiality requirements, Track'em ERT is also available for dedicated deployment in the following public cloud regions:
  - Americas – United States
  - Asia-Pacific – Japan
  - Asia-Pacific – Singapore

Hardware and Software Requirements

Desktop Client Network Requirements

Component	Minimum/Recommended
Web browser	The latest versions of Google Chrome or Microsoft Edge are recommended. JavaScript and cookies must be enabled in the web browser to experience full product functionality.
Operating system	Any operating system supporting a compatible web browser is recommended.
Internet connection	5 Mbps upload and download speed per user, or faster An average latency of 100ms or lower is recommended for the best user experience. The round-trip time (RTT) from the client's network to the region where Track'em ERT resides should be 200ms or less.
Firewall port	HTTPS port 443 for inbound and outbound traffic
Allowlist	ert.trackem.app
Screen resolution	A minimum screen resolution of 1280 x 720 is recommended for an optimal viewing experience.

Mobile Device Requirements

Component	Minimum/Recommended
Operating system	The latest versions of iOS or Android operating systems are recommended.
Internet connection	4G/LTE connectivity or faster is recommended for optimal performance when not connected to Wi-Fi
Storage	A minimum of 100 MB of available storage space for the mobile app and data cache.
Camera	The device must have a functioning camera for barcode scanning and capturing images.
Other	DPS functionality must be enabled to use location tracking features.

Security Standards and Compliance

Track'em ERT is a native cloud offering built on Microsoft Azure and automatically leverages its security features. In accordance with the Principle of Least Privilege (PoLP), all applications and systems are secured with authentication and authorization controls.

The operational practices for Track'em ERT are aligned with SOC2 and are designed to meet industry regulations and compliance requirements.

All data is encrypted in transit using HTTPS/TLS protocols, and live and backup database servers are encrypted with industry-standard algorithms at rest. Network-connected resources are attached to a firewall-protected virtual network with strict inbound and outbound rules. Anti-malware and antivirus protection are used across all systems. Security updates and software patches are administered in a timely manner.

The entire solution is monitored by Windows Defender for Cloud.

Decommission of the Service

Upon request and confirmation from the customer to decommission a Track'em ERT subscription, Track'em will follow a process for the decommissioning and destruction of data to include the deletion of all files and data held within the service. Access to the Track'em ERT platform will be terminated remotely by revoking user access rights.

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.

Track'em will assist clients in retrieving their data and will provide a secure method for the data to be transferred to the client or a third-party designated by the client. If the client fails or opts not to retrieve their data within the specified time frame, Track'em may, at its discretion, delete the data. Additional charges may apply for data retrieval and decommissioning services.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, Track'em ERT follows the timelines given below.

- **Database Storage**: Data is stored on Azure SQL Database, which automatically creates database backups.

Disaster Recovery

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

Cloud Service	Recovery Point Objective (RPO)
Track'em ERT	Up to 24 hours

Cloud Service	Recovery Time Objective (RTO)
Track'em ERT	Up to 72 hours

Note: The RPO and RTO apply only to the cloud-based components of the service.

Mobile app data is excluded from these objectives due to dependencies on device connectivity and security.

Data Storage and Processing Locations

Track'em uses analytics and error-logging tools to enhance performance and resolve issues. Data processed through these tools may be stored in Australia or the United States, depending on the service provider used.

Advanced analytics and error logging can be disabled upon request for clients with specific security, compliance, or confidentiality requirements. Basic error logging through Azure App Insights will still be available to help troubleshoot application issues. Advanced analytics has no impact on the end user experience; it is used only to help developers diagnose complex issues.

Service Level Commitment

The Track'em ERT service is operated and maintained by Track'em, including service level commitments. For additional information, review the Service Level Agreement (SLA) for AVEVA, a supporting document that describes the service level commitment for all available AVEVA Cloud Services: https://trackem.com.au/service-level-agreement-aveva/.

Service Uptime

Track'em commits to a service uptime of 99.5% for the standard Track'em ERT hosted solution, excluding custom installations, environments hosted outside of Track'em infrastructure, and regular, scheduled, or emergency maintenance of the application services.

Data Throughput

The Track'em platform is designed to handle high volumes of data and user activity. The data throughput varies between 150 requests and 750 requests per second, measured over a 30-day period.

Customer Support

Customer support is provided by AVEVA and Track'em.

Level 1 user support is provided by AVEVA Technical Support teams. For more information, see https://softwaresupport.aveva.com/ and register for access to the AVEVA Knowledge and Support Center website.

Level 2 and Level 3 technical support services are provided by Track'em and are subject to service level targets for initial response and case updates.

Technical support levels are defined as follows:

Level 1 support: Includes answering and logging requests for technical support, confirming that entities requesting technical support are paid and active software subscribers and are eligible to receive technical support, directly answering questions and resolving issues that can be addressed through use of manuals and similar resources, tracking and reporting technical support requests and resolution statuses, and translating communications to and from technical support.

Level 2 support: Includes providing required technical support directly to end users and sub-distributors, troubleshooting problems described in technical support requests, exercising best efforts to develop workarounds to problems, and generating detailed descriptions of problems and requests.

Level 3 support: Includes developing complex workarounds to licensed software problems, fixing problems in the licensed software codes, manufacturing updates and upgrades to the licensed software, and creating bug fixes, patches, and service packs for the licensed software.

Additional Services

Track'em wants to ensure you realize the maximum benefit from our software throughout all stages of your project lifecycle. We offer additional services designed to support and enhance your experience, including:

- Implementation and onboarding support

- User training and change management

- Integration services

- Customized configuration

Please note that some of these services may incur additional costs.

Additional Terms and Conditions

Each client organization must enter into and agree to the terms of the Trackem Pty Ltd Terms and Conditions of Trading (located at https://trackem.com.au/terms-and-conditions) directly with Track'em in order to subscribe to or gain access to Track'em ERT ("Track'em ERT Agreement").

Contact Track'em

Contact Track'em for additional information.

- Website: https://trackem.com.au

- Track'em Headquarters

  Address: Level 6 / 251 Adelaide Terrace, Perth, WA 600 Australia

  Phone: 1300 897 610

- Track'em ERT documentation is available at: https://helpdesk.trackem.com.au.