



AVEVA™ Point Cloud Manager on AVEVA™ Connect

Service Description

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AVEVA Point Cloud Manager on AVEVA Connect

Last revision: Friday, October 1, 2021

Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA Point Cloud Manager on AVEVA Connect, including its key features and limitations, as well as the operational parameters.

This document must be read in conjunction with the AVEVA Connect service description which describes the common services available for all functional digital services on AVEVA Connect. Any additions or exceptions to the common services are described in this document.

This document is neither an agreement, nor is a supporting document to the Product Schedules that outline the service commitment available on *the AVEVA site* <https://www.aveva.com/en/legal/>.

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.

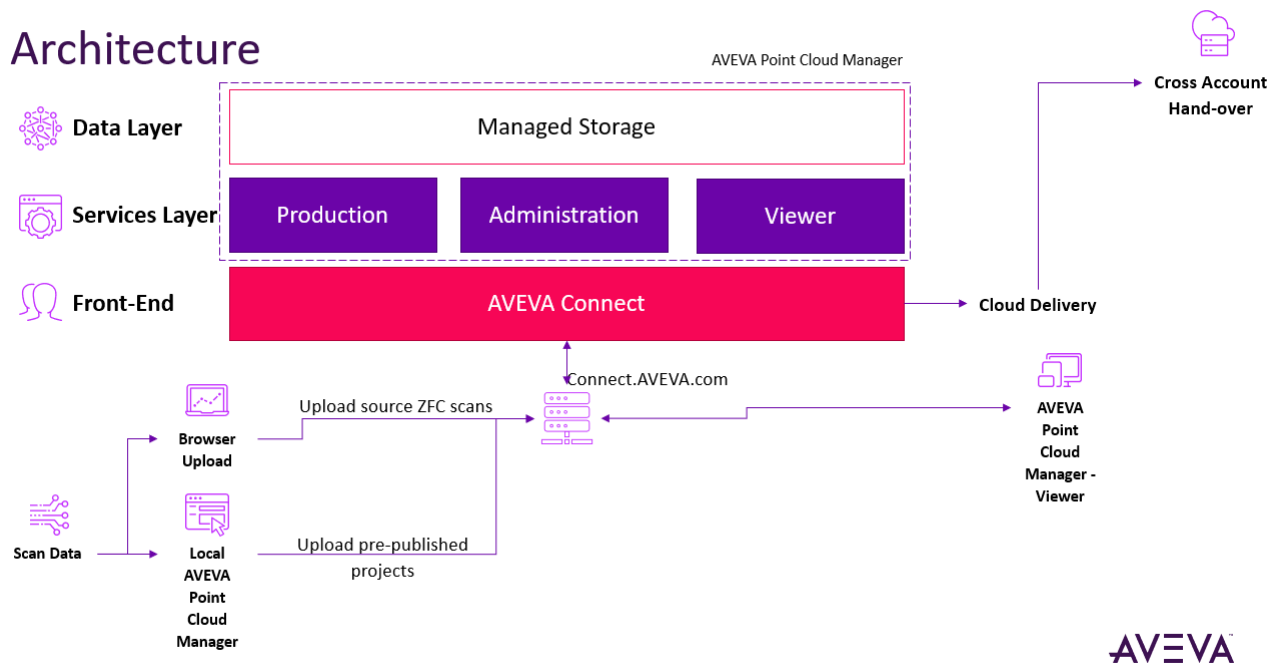
About AVEVA Point Cloud Manager

AVEVA Point Cloud Manager on AVEVA Connect is a 3D data capture solution for processing and visualizing point cloud data across the asset life-cycle. You can import your 3D captured data, create large-scale projects, deliver them to customers and host them on the internet for lightweight viewing. Thus AVEVA Point Cloud Manager on AVEVA Connect enables surveyors, engineers and asset owners to bring point cloud data together and collaborate on a single data source.

Key Features

- Using the cloud's inherent benefits in scalability and reliability, AVEVA Point Cloud Manager on AVEVA Connect accelerates your ability to create resources and deliver them more reliably. Resources can be created faster, delivered immediately, and backed up for future use.
- At the core of AVEVA Point Cloud Manager on AVEVA Connect is the project data. By utilizing AVEVA Point Cloud Manager to hold the project data at the center of the workflow, you continuously utilize the same data, enabling collaboration on a single data source, maintaining data integrity.

Architecture



AVEVA Point Cloud Manager has a server-less architecture using compute functions to access content held in cloud storage and document databases.

Service Overview

AVEVA Point Cloud Manager on AVEVA Connect is a multi-tenanted application and is never decommissioned, unless the customer account is deleted. In that event the customer data is destroyed. There is no regular frequency for data backup. Data retention is currently open-ended until the account is deleted.

Service Limitations

Following is the limitation of AVEVA Point Cloud Manager on AVEVA Connect:

- Public APIs for application development are not currently available.

Regional Cloud Availability

AVEVA Point Cloud Manager is accessed via the public Internet using HTTPS/TLS and PCoIP (secure transport mechanisms).

AVEVA Point Cloud Manager is available from the following public cloud regions:

- South America - São Paulo
- European Union - Ireland
- Asia Pacific - Mumbai
- Asia Pacific - Tokyo
- Asia Pacific - Singapore
- Asia Pacific - Sydney

- US West - North California
- US East - N. Virginia
- US East - Ohio
- Canada Central

Hardware and Software Requirements

AVEVA Point Cloud Manager service is executed through application streaming technology. Therefore, client hardware requirements are minimal. Client software requirements are given below.

Client Software

Component	Minimum/Recommended
Web browser	Google Chrome Microsoft Edge

Security Standards and Compliance

For enhanced security AVEVA Point Cloud Manager service follows these practices:

- **Threat Detection:** AWS GuardDuty and AWS Inspector are used to monitor all AWS accounts and machines for any malicious activity.
- **Access control:** Each AVEVA Point Cloud Manager user requires an AVEVA Connect account, provided as part of the customer subscription when signing up to the AVEVA Connect framework agreement.

High Availability, Business Continuity, and Data Protection

AVEVA Point Cloud Manager on AVEVA Connect ensures high availability, business continuity and data protection.

- **Database Storage:** Data and project intelligence is stored in a combination of AWS S3 and AWS DynamoDB.
- **Snapshot Data Backup**
 - Data backups are provided in the form of project snapshot facility. This can be performed as required by the Project Administrator.
 - Performing a snapshot backup of a project is recommended before and after major changes are made in a project. A snapshot should be taken before giving access to a new group of users or handing over to a new team.
 - Snapshot backups are automatically performed whenever entities are uploaded to a project using the Admin feature, for example when uploading a new CAD model file.
 - If a rollback is performed to an earlier snapshot, an additional snapshot is performed before the rolling back commences to provide an additional recovery point.
 - Data retention is open-ended until the account is deleted.
- **Disaster Recovery**

If the disaster recovery option for an asset is enabled, the data is replicated to another region (Frankfurt, Germany). This can then be recovered by AVEVA.

NOTE: If the customer does not enable the disaster recovery setting, the data will not be backed up and consequently AVEVA will not be able to recover the data.

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 Point Cloud Manager	This is determined by the most recent snapshot completed by the Project Administrator.

Cloud Service	Recovery Time Objective (RTO)
AVEVA Point Cloud Manager	2 hours

Service Level Commitment

AVEVA Cloud Services are governed by the Cloud Service Agreement available on the AVEVA Legal site *AVEVA Cloud Services Agreement* <https://www.aveva.com/en/legal/cloud-services/>.

The *Service Level Commitment for AVEVA Cloud Services* <https://www.aveva.com/en/legal/trust/servicelevel/> is a supporting document that describes the service level commitment for all available AVEVA Cloud Services.

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* <https://www.aveva.com/en/support/customer-first/success-accelerators/>.

Consulting and implementation services are available on request and for an additional fee.