



AVEVA™ E3D Whitespace Optimizer on AVEVA™ Connect

Service Description

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AVEVA E3D Whitespace Optimizer on AVEVA Connect

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Document Purpose and Audience

Document Purpose

This document describes the functional digital services of AVEVA E3D Whitespace Optimizer 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 to leverage AVEVA cloud offers in their own IT landscape.

About AVEVA E3D Whitespace Optimizer

AVEVA E3D Whitespace Optimizer on AVEVA Connect is designed to work with the on-premise or cloud based AVEVA E3D Design, to speed up your drawing production. AVEVA E3D Whitespace Optimizer can automatically detect white spaces (which are free areas) in drawings based on configurable parameters, placing annotations acceptable to the drafter's expectations. Little or no further user modification is required.

Finishing drawings can sometimes take as little as 5 minutes or as long as a few hours. For projects requiring a large number of drawings, this can mean a lot of time and effort in finishing drawings. By deploying AVEVA E3D Whitespace Optimizer on your project, you can avoid the normal manual intervention needed to utilize free areas and complete drawings.

Key Benefits

- Most automated drawing engines, now widely used, do not utilize the whitespace. AVEVA E3D Whitespace Optimizer saves time and cost by efficiently finishing off drawings.
- AVEVA E3D Whitespace Optimizer is available as an add-on service on AVEVA E3D Design. You pay per drawing processed.
- You can run the AVEVA E3D Whitespace Optimizer in batch mode. Initial configuration requires a one time setup by the administrator to get the desired results for your company.
- While processing the drawings, the AVEVA E3D Whitespace Optimizer service uses credits so the users can see who has used the service.

Architecture

AVEVA E3D Whitespace Optimizer is composed of two components:

- Engine: This component runs in the AVEVA Cloud
- Client: This component is installed on the user machine
 - It is delivered as part of AVEVA E3D Design product
 - It is authenticated via AVEVA Connect

You can run the AVEVA E3D Whitespace Optimizer service from inside a drawing on an ad-hoc basis, or run it overnight as a batch.

Service Overview

AVEVA E3D Whitespace Optimizer on AVEVA Connect is a multi-tenanted application based on Microsoft Azure.

AVEVA E3D Whitespace Optimizer service on AVEVA Connect provides access to geographically dispersed users. All users are defined and managed using AVEVA Connect, which includes assignment to access specific AVEVA E3D Whitespace Optimizer service instances within AVEVA Connect.

Service Limitations

AVEVA E3D Whitespace Optimizer on AVEVA Connect does not have any known service limitations.

Regional Cloud Availability

AVEVA E3D Whitespace Optimizer is deployed in Europe (Ireland), and is accessible from anywhere .

Hardware and Software Requirements

As AVEVA E3D Whitespace Optimizer is provisioned on AVEVA Connect, a supported browser is the only requirement to use it.

Also note the operating system and the AVEVA E3D Design versions that are supported.

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 higher per user
Operation System	Microsoft Windows 10
AVEVA E3D Design	<ul style="list-style-type: none">• Version 2.1 (from fix 2.1.0.31) onwards

Security Standards and Compliance

AVEVA E3D Whitespace Optimizer is available on Microsoft Azure and automatically leverages its security features.

In addition to the technologies and architectural practices that ensure high security for AVEVA Connect, AVEVA E3D Whitespace Optimizer restricts access by roles, and users must be assigned to roles to have access to the relevant software functions.

High Availability, Business Continuity, and Data Protection

To ensure high availability, business continuity, and data protection, AVEVA E3D Whitespace Optimizer follows the time lines given below.

- **Database Storage/ Data Backup:** AVEVA E3D Whitespace Optimizer does not store customers' drawing data. After the computation process is complete and the results are shared with customers, customer data is removed by the service.
- **Disaster Recovery**

In case of a disaster, the customer is advised to rerun the AVEVA E3D Whitespace Optimizer process on the drawing which was ongoing when the disaster occurred.

Cloud Service	Recovery Point Objective (RPO)
AVEVA E3D Whitespace Optimizer	Not applicable as customer data is not stored

Cloud Service	Recovery Time Objective (RTO)
AVEVA E3D Whitespace Optimizer	5 hours

Cloud Service	SLA Uptime Commitment
AVEVA E3D Whitespace Optimizer	90%

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.

Decommission of the Service

AVEVA E3D Whitespace Optimizer is a transient service which stores no data once the optimization of a drawing is complete. Decommission of the service only requires the removal of user assignments within AVEVA Connect.

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/>.