FREQUENTLY ASKED QUESTIONS

Octave Facets Instrumentation

Questions and answers

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Efficiently manage your instrumentation specifications.

General information

Octave Facets Instrumentation (formerly Smart Instrumentation) is software for the engineering, design and maintenance of instrumentation systems for the process plant lifecycle. Facets Instrumentation provides a task-based environment for instrument engineering, from index and specs to loops, wiring and calibration. The software has a straightforward, easy to use interface that reduces the need for training and increases productivity and features design and data consistency checks that reduce errors and improve data accuracy. Using either Oracle or Microsoft SQL Server database, the software features data links to external systems, vendor calculation packages and distributed control systems (DCS).

The following modules are included in a seat of Facets Instrumentation:

- System Administration
- Instrument Index
- Instrument Specifications
- Process Data
- Flow Element Calculations
- Control Valve Calculations
- Relief Valve Calculations
- Wiring
- Instrument Drawing (Loops)
- Hook Ups
- Cable Routing
- Cable Drum
- Telecom Module

Cable Routing allows users to create modular cable routing sections. The sections convey the cables in the plant, and they subdivide into two main categories: Trunk and Building. Existing Routing of cable can easily be copied or appended to the Routing or (an) other cable(s).

Cable Drum allows users to efficiently utilize cable drums and setup an organized method of cable drum assignment. It handles both the optimization of existing cable drum allocations (purchased drums) and the assignment of new cable drums when necessary (design drums). Cable Drum assignment can be both automatic and manual.

The Telecom Module provides the ability to efficiently define and manage the creation of various telecommunication equipment objects and define their connections and internal configurations.

Who uses Octave software?

Nine out of 10 of the world's major engineering firms and corporate owner operators use Octave products. They know our products are accepted as industry standards for design and engineering, so they are assured of proven solutions that are used and accepted worldwide by their peers.

For more product information please visit this link.

What is Facets Instrumentation?

Facets Instrumentation is a large part of asset performance management. With plant engineers and operators now responsible for a variety of functions, including power management, maintenance systems, process automation, asset optimization and safety – technology is even more valuable in streamlining those duties.

Facets Instrumentation software allows data from sensors, electronics and process diagnostics to be centralized and aligned with tasks, reducing labor hours, improving compliance and keeping consistency in managing change.

Take advantage of Facets Instrumentation's existing capabilities that have helped both EPCs and owner operators to successfully execute their industry projects and operational tasks for years. Large projects such as US $18 billion LNG facilities have been designed with Facets Instrumentation, and the solution now supports the operations of these plants. In addition, Facets Instrumentation has a proven cloud deployment record.

Please visit www.octave.com/products/schematics-3d-modeling/facets/instrumentation for more information, brochures and other valuable collateral.

What are the main benefits of using Facets Instrumentation?

Facets Instrumentation offers a single engineering and design environment to create and manage instrumentation data across the lifecycle and consistently manage change across required deliverables.

Facets Instrumentation allows you to gain value across the workflow. Facets Instrumentation addresses instrument engineering/design work processes throughout the plant lifecycle – from process cases through to concepts, design, construction and operational tasks like calibration.

Facets Instrumentation, a proven tool

Facets Instrumentation has a proven track record over many years, successfully supporting projects from small to megasize. Facets Instrumentation is typically deployed on premise but offers the flexibility in deployment to include emulation programs like Citrix, and the Octave Cloud environment without sacrificing performance.

Project execution, operation and maintenance all focus on risk management. Plant owners are looking at CAPEX budgets, schedule and plant uptimes. Facets Instrumentation fits in this scenario to manage and reduce risks. Making sure the data is accurate and available to stakeholders at any time will yield the measurable business benefits that engineering and operations need.

As of the writing of this document, more than 240 companies with more than 7,000 licenses have been allocated.

Purchasing

What are the purchasing options?

Facets Instrumentation can be purchased or leased for on-premises use. There is also an Octave Cloud lease option if the customer would like Octave to host this application.

Supported license types are CS, CX and CH.

Are there free evaluations of Facets Instrumentation products?

There is not a globally available 'trial' area that a prospect could sign-up for a free trial. An evaluation key of Facets Instrumentation can be requested from Sales and their management to the Octave Order Desk.

Does Octave offer purchasing discounts?

All discounting is handled by each Octave region as set forth by corporate and regional rules and processes.

How do you organize a live presentation?

Given the widespread use of Facets Instrumentation across regions, each should have an industry consultant or presales specialist who can deliver live demos in person or via video, and address both technical and project workflow questions. If your region does not have a person available, it would be best to contact the next closest region to see if their personnel can help in the time allotted.

What are the customer benefits to having product maintenance?

Maintenance includes full access to any application updates, upgrades, new releases and qualified regional (1st line) and global (2nd line) technical support from Octave for the duration of that maintenance contract.

Support and training

Does Octave offer local Facets Instrumentation support?

Yes, Octave offers local Facets Instrumentation support in each region. Internally we call this '1st-line Support'. This means that customer issues are dealt with in local time zones, languages and holiday schedules. If the regional Support representative cannot address the issue or it is of such a deep technical or future roadmap issue, the region can escalate the issue to 2nd-line Support. Second-line Support is the Corporate Support desk. Both the 1st- and 2nd-line Support product specialists are prepared to assist their clients with the day-to-day questions at no cost while the customer's contract is under maintenance.

How do customers receive training?

All Octave solution training is now available on Octave Institute for free[PJ1.1][T(1.2]. These are 'standard' features and functional training around the solution/ product. If a customer would like specialized training or a custom class around a specific work process, then they should contact their Salesperson for assistance.

Online resources

Does Octave have an online Facets Instrumentation blog?

Yes, go to Octave resources center, filter or search 'Facets Instrumentation' and search.

Where can I find online Facets Instrumentation discussion forums?

It is recommended that all Facets Instrumentation customers join a local LTUF. This is basically a local user forum that organizes local meetings to discuss the use of Octave tools and, as a group, may have more influence over product direction and changes due to the LTUF representing a wider need in the market than a single customer request.

How can customers keep informed of up-to-date product related information?

Customers should register for the Octave Community. There is a wealth of information on this site (partial list below):

- Ability to see all issues submitted from your company in both a dashboard and list form
- Ability to register 'ideas' that you would like Octave to consider
- Full application documentation
- Any downloads that may be available for your solutions. This includes libraries, tools or utilities that may prove useful
- Octave Institute course as previously mentioned
- Licensing Portal access
- Compatibility Matrix

How are licenses controlled?

Facets Instrumentation licensing is control by a proprietary licensing system Octave called Octave Licensing. This is more than just a license control mechanism as it also has customer facing dashboards so customers can see their actual license usage across all solutions with just a few clicks of the mouse.

For more information on how to install, configure and the customer facing portal option, please visit the 'Octave Licensing' documentation in Octave Community.

Compatibility

Which platforms and other software does Facets Instrumentation work with?

Facets Instrumentation has a wide range of integrations and abilities to read in legacy data. The import of data is covered in the documentation. For integration compatibility, i.e., versions of those applications that are integrated, these are listed for each product on the Compatibility Matrix in Octave Community. The full application compatibility matrix is listed under the 'Useful Links' dropdown menu.

Product enhancements

What is the Octave Instrumentation product release schedule?

Octave is moving toward a DevOps approach to releases. This is similar to your phone or tablet where updates are more frequent but smaller in both size and impact. This eliminates the need for big upgrades or IT efforts. Octave Community lists upcoming releases and their projected available date. Unlike your phone or tablet, the update can be 'delayed' so that customers can test these smaller packets on a test server before rolling the change into production.

Who has access to the latest updates and enhancements?

All users with current maintenance contracts have access to the latest updates. For more information, contact Octave at www.octave.com/support.

Get involved with Facets Instrumentation

Can customers submit product enhancement requests directly to Octave?

Yes, everyone may submit product enhancement requests. Octave interacts with and listens to customers, then responds by developing new solutions and enhancing current products to address customers' needs. This customer-centric focus helps us to grow our product line to serve an ever-broader base of users and applications, which in turn increases opportunities for our clients to enjoy the benefits of interdisciplinary collaboration with other departments and organizations.

To submit a request, visit smartcommunity.hexagonppm.com/s/ and navigate to the 'Ideas' tile on the homepage.

How are the enhancement requests monitored?

Enhancement requests are evaluated and prioritized based on a given industry and market. Octave prioritizes request based on the highest number of our users.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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