FREQUENTLY ASKED QUESTIONS

Octave Facets P&ID

Questions and answers

Contents

3 General information

3 Who uses Octave software?

4 What is Facets P&ID?

4 What are the main benefits of using Facets P&ID?

4 Purchasing

4 What are the purchasing options?

4 Are there free evaluations of Facets P&ID products?

4 Does Octave offer purchasing discounts?

5 How to organize a live presentation?

5 What are the customer benefits to having product maintenance?

5 Support and training

5 Does Octave offer local Facets P&ID support?

5 How do customers receive training?

5 Online resources

5 Does Octave have an online Facets P&ID blog?

5 Where can I find online Facets P&ID discussion forums?

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

6 How are licenses controlled?

6 Compatibility

6 Which platforms and other software does Facets P&ID work with?

6 Product enhancements

6 What is the Facets P&ID Product Release Schedule?

6 Who has access to the latest updates and enhancements?

6 Get involved with Facets P&ID

6 Can customers submit product enhancement requests directly to Octave?

6 How are the enhancement requests monitored?

Efficiently manage your process design.

Gain value across the workflow. Facets P&ID (formerly Smart P&ID) fits your workflow from front-end design all the way to operations and maintenance. Engineering is normally a process beginning with assumptions and ideas and ending in final and as-built design. Facets P&ID is designed to support this real-world scenario.

Changes to the design basis can be quickly implemented in the project. Facets P&ID offers change control, giving you visual and report comparisons of different versions of a P&ID. With Facets P&ID , changes can also be compared to the Forte 3D (formerly Smart 3D) model at any point in the project schedule. There is no need to wait until the final P&ID is done.

General information

Octave is a provider of software for multiple plant design and engineering disciplines. Octave delivers solutions that share relevant design and engineering information seamlessly, which maintains accuracy and improves efficiency.

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 www.octave.com/products

What is Facets P&ID?

Facets P&ID is a product within Octave's plant engineering solutions, and it simplifies the process of piping and instrumentation design creation. It is a data-centric solution that creates and models the design and store it in a commercial database which is controlled and driven by rules. Facets P&ID offers many powerful features to create and keep the design consistent with the design intent and best practices, such as automatically syncing with design basis updates, system editing, copy plant, etc. The graphical representation is the user's view into the data. It also means the data is available to other Octave design solutions – such as Facets Instrumentation (formerly Smart Instrumentation), Facets Electrical (formerly Smart Electrical), Forte 3D and InConcert Core (formerly SDx) – through our integration and web APIs. The P&ID data forms the cornerstone of the plant and feeds numerous downstream design tasks, such as instrumentation, piping, commissioning with OnSite Completions (formerly Smart Completions) and day-to-day plant operational tasks such as preventive maintenance, lockout tagout inspection and HAZOPs. Facets P&ID is fully Windows-based and integrated with MS Office. Through the Web API, third-party solutions and data can be easily integrated/reported/shared with Facets P&ID. Facets P&ID includes a comprehensive reference data set, which consists of a symbol library, report templates and design rules, including KKS for the power industry.

Please visit www.octave.com/products/schematics-3d-modeling/facets/pid for more information.

What are the main benefits of using Facets P&ID?

Facets P&ID is a data centric, rules driven application that combines the use of simple drag and drop from symbol libraries with automatic naming rules and consistency checking that improves the quality of the work as the drawing is being created. Couple this with integrations that take advantage of data reuse from other applications and the project advantages grow.

Facets P&ID, A Proven Tool

Facets P&ID has a proven track record over many years, successfully supporting projects from small to mega-size.

Facets P&ID offers flexibility in deployment including options for a single office environment, work-sharing and the Octave Cloud (formerly Smart Cloud) environment.

Project execution, operation and maintenance all focus on risk management. Plant owners are looking at CAPEX budgets, schedule, and plant uptimes. Facets P&ID fits well in this scenario to manage and reduce risks. Making sure the data is accurate, early 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 Facets P&ID is in use by 605 companies with a total of 15,000 licenses allocated.

Purchasing

What are the purchasing options?

Facets can be purchased or leased for on-premises use. There is also a 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 P&ID products? What are the purchasing options?

There is no globally available 'trial' area that a prospect could sign-up to for a free trial. An evaluation key of Facets P&ID can be requested from Sales and their management to the Octave's Order Desk.

Does Octave offer purchasing discounts?

All discounting is handled by each Octave's region as set forth by Corporate and Regional rules and processes.

How to organize a live presentation?

Given the prevalence of Facets P&ID in each region, there should be an Industry Consultant or Presales staff in each region that can demonstrate this software live, in person or via video feed, and answer simple to complex technical questions and who understand project workflow specific 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 P&ID support?

Yes, Octave offers local Facets P&ID support in each region. Internally we call this '1st-line Support.' This means that customer issues are dealt with on 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. These are 'standard' feature 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 P&ID blog?

Yes, go to Octave's resources center and search by topic to narrow the search.

Where can I find online Facets P&ID discussion forums?

It is recommended that all Facets P&ID customers join a local LTUF. This is basically a 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?

Customer 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 Hexagon 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 P&ID licensing is control by a proprietary licensing system Octave calls Octave Licensing. This is more than just a license control mechanism as it also has customer facing dashboards so that 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 this link in Octave Community: Homepage PPM Documentation and select the 'Octave Licensing' entry.

Compatibility

Which platforms and other software does Facets P&ID work with?

Facets P&ID 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 Facets P&ID Product Release Schedule?

Octave is moving more towards a DevOps approach to releases. This is more like 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 effort. Octave Community will list upcoming releases and their projected available date. Unlike your phone or table, 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 P&ID

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 in ways that improve their work processes. This customer-centric focus helps us to grow our product line to serve an ever-broader base of users and applications, which in turn further 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.

©2026 Octave Intelligence plc and/or affiliates. All rights reserved.