FREQUENTLY ASKED QUESTIONS

Octave Facets Electrical

Questions and answers

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Efficiently manage your electrical design

General information

Design and maintain a safe, reliable power distribution system from load identification to plant startup using the leading electrical design software from Octave. Fast-tracking project execution for engineering companies and lowering operational risk for plant owners are keys to business success, and Octave can help you achieve these goals. Facets Electrical (formerly Smart Electrical) is a task-specific, rule-driven and datacentric solution that helps you gain a competitive edge in the industry.

Who uses Octave software?

Nine out of 10 of the world's major engineering firms and corporate owner operators use Octave products. They know Octave 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 Electrical?

Facets Electrical is an application designed by electrical engineers for electrical engineers. With the help of industry leading owner/operators and engineering, procurement and construction (EPC) contractors from around the world, Facets Electrical is designed to address the specific requirements of electrical engineering, including automating your work processes, complying with your corporate or project standards and keeping your electrical data current though the lifetime of your plant. Facets Electrical focuses on the design and engineering of the electrical distribution network that will, in turn, provide safe, robust and reliable electrical power for running a plant's current processes and equipment while allowing for future expansion. It is designed to support all modes of plant operations, from concept, to design, to startup, to continuous operation, emergencies and shutdowns. Facets Electrical supports single data entry, client server multiuser technology and embedding graphics from different platforms (AutoCAD, MicroStation, SmartSketch). Reports and deliverables that are automatically generated from the data in Facets Electrical include: Cable Lists and Wiring Reports, Electrical Equipment List Reports, Consumer List and Load Summaries, Power Distribution Board Design, Single Line Diagram (drawing) and Schematics (drawing).

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

What are the main benefits of using Facets Electrical?

A safe and reliable power distribution system is fundamental. Facets Electrical has helped design many projects of all sizes, from small to mega projects, successfully addressing the demands of design and operations. Facets Electrical offers a variety of capabilities depending on the type of project and scope of work. The solution is flexible and fits the project at hand in the most efficient way. This task-based focus will increase your productivity and data quality. Productivity gains of more than 40% have been reported.

Gain value across the workflow. Facets Electrical addresses electrical-related work processes throughout the plant lifecycle – from initial load lists to one-lines, to schematics, cable routing and construction, to commissioning and operations.

Facets Electrical enables you to execute projects in a consistent manner, yielding measurable business benefits.

Facets Electrical, A Proven Tool

Facets Electrical has a proven track record over many years, successfully supporting projects from small to mega-size. Facets Electrical 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 Electrical 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 Electrical is in use by more than 300 companies with 9,000+ licenses allocated to their users

Purchasing

What are the purchasing options?

Facets Electrical 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 Electrical products?

There is no globally available 'trial' area that a prospect could sign-up to for a free trial. An evaluation key of Facets Electrical 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 to organize a live presentation?

Given the prevalence of Facets Electrical 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 Electrical support?

Yes, Octave offers local Facets Electrical 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 Hexagon Octave have an online Facets Electrical blog?

Yes, go to Octave's resources center, select filter or search Facets Electrical.

Where can I find online Facets Electrical discussion forums?

It is recommended that all Facets Electrical 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?

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 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 Electrical 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 Documentation and select the 'Octave Licensing' entry.

Compatibility

Which platforms and other software does Facets Electrical work with?

Facets Electrical 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 Electrical product release schedule?

Octave is moving more toward 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 lists 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.

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.

Get involved with Facets Electrical

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.

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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