



InCommand by InSource Solutions

A comprehensive Lifecycle Support

Delivering service, from patch management to disaster recovery.

InSource InCommand is a premier service by InSource Solutions that offers comprehensive OT lifecycle management for manufacturing and industrial companies using AVEVA software for their SCADA and/or MES systems. It provides end-to-end services, from patch management to disaster recovery, ensuring system reliability and security.

InCommand helps organizations optimize performance, reduce risks, and focus on continuous improvement activities, leading to significant cost savings. With a proven track record and a customer-centric approach, InSource Solutions delivers innovative solutions, offloading day-to-day tasks to enable customers to concentrate on high-value activities and stay ahead of the competition.

Proactive
Asset Health
Monitoring

Patch
Management

Unlimited
Training

24x7
Incident
Response

Disaster
Recovery

Schedule an
Expert



InSource InCommand Features

InSource InCommand aims to streamline the management of SCADA and MES systems for manufacturers and industrial companies utilizing AVEVA software. The service achieves this through a combination of:

Proactive monitoring: Continuously monitors HMI's, historians, MES, and SQL servers to assess the health of OT assets. This includes analyzing proprietary AVEVA log files and SIEM data from various sources.

Comprehensive Lifecycle Management: Provides services covering disaster recovery, patch management, remote incident response, software upgrades, and system maintenance for both operating systems and AVEVA applications.

Our InCommand Service Level Agreements guarantee reliable support, with quick remote response times and in-person support as required.

DISASTER RECOVERY

- Offers robust backup and restoration capabilities across the entire AVEVA software stack, including application backups, historian data blocks, MES SQL servers, and HMIs.
- Provides a clearly defined Disaster Recovery RACI matrix outlining responsibilities for backups, storage, system restoration, and testing.
- Guarantees rapid response times with a defined SLA for remote and on-site support in disaster scenarios.

PROACTIVE ASSET HEALTH MONITORING & INCIDENT RESPONSE

- Provides 24/7 remote access to the client's SCADA/MES system for incident response and proactive issue resolution.
- Utilizes a ticketing system and defined SLAs for different response categories based on issue criticality.
- Employs a tiered response system, ensuring timely and efficient resolution of critical issues while offering best-effort support for less urgent matters.

OT SYSTEMS PATCH MANAGEMENT

- Conducts ongoing asset inventory management, including tracking software versions, OS versions, and patch statuses.
- Manages the entire patch lifecycle, from assessment and testing to deployment and reporting, for both operating systems and AVEVA applications.
- Adheres to a monthly patching schedule for operating systems and addresses critical AVEVA patches as needed.

INSOURCE INSIDER

- Any employees at your site can register for and attend any of our scheduled training classes covering the core AVEVA technologies. If your teams' schedule doesn't allow them to attend a scheduled class, they can accomplish the same training in a self-paced manner with access to a certified instructor
- Your team has access to our certified AVEVA technologists for mentoring, development assistance, or to use as a sounding board.

InSource Solutions

InSource Solutions has a long-standing reputation as a trusted partner in technical support and lifecycle management. With deep expertise in the AVEVA software suite and proprietary tools designed for system analysis and troubleshooting, InSource provides the guidance and resources needed to manage system maintenance effectively.