



Frequently Asked Questions

InSource InCommand Operate

1. What is InSource InCommand, and who is it for?

InSource InCommand is a service offered by InSource Solutions that provides operational technology (OT) life cycle management for manufacturing and industrial companies that use AVEVA software for their SCADA and MES systems. Key features include disaster recovery, patch management, and remote incident responses backed by documented service level agreements (SLAs). The service focuses on monitoring the health of OT assets, analyzing logs, and providing proactive support, with features like an AI chatbot that helps automate troubleshooting and ticket creation.

2. What are the key features of Command?

InCommand offers:

- System Health Monitoring
- OT Systems Patch Management
- Disaster Recovery
- Remote Incident Response
- Unlimited Training
- Schedule and Expert

Optional add-ons like Application Support and Software Upgrades are also available.

3. What are the benefits of using InCommand over traditional maintenance?

InCommand delivers a comprehensive suite of services designed to minimize downtime, enhance security, and optimize the performance of AVEVA-based SCADA and MES systems. The service leverages automation, data analytics, and clear responsibility frameworks to provide manufacturers and industrial companies with peace of mind and ensure the smooth operation of their critical OT infrastructure.

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4. What is included in InCommand's Disaster Recovery service?

InCommand's Disaster Recovery service includes a fast-response SLA to safeguard critical data, with remote response available within two hours and on-site support within two business days, if needed. Regular data backups (daily for databases and historian data) ensure data security and continuity.

5. What is the role of InSource Solutions in patch management?

InSource Solutions takes a proactive approach to patch management, ensuring that all systems are up to date with the latest security patches. This includes:

- Assessing and deploying OS patches
- Implementing critical security AVEVA patches/hotfixes in coordination with your production teams. (**Note:** Excludes software version upgrades. These need to be funded separately as a project.)
- Managing A/V exclusions
- Providing detailed reporting on patch status

6. How does InSource InCommand handle disaster recovery?

InCommand provides a comprehensive disaster recovery solution that includes:

- Off-site storage of backups
- A defined disaster recovery plan with clear roles and responsibilities (RACI)
- Assistance in restoring infrastructure and applications post-disaster
- Defined SLAs for response times and recovery procedures

7. How does InSource InCommand provide remote incident response?

InSource InCommand offers 24/7 remote monitoring and support, allowing for rapid response to any incidents that may arise. This includes:

- Remote access to customer SCADA/MES systems
- A dedicated ticketing system for tracking and resolving issues
- A mirror system for testing and reproducing problems
- Defined SLAs for response times based on incident severity

8. What is the purpose of system health monitoring in InSource InCommand?

System health monitoring is crucial for proactively identifying and addressing potential issues before they impact operations. InSource InCommand utilizes various techniques to monitor system health, including:

- Ingestion of SIEM data and logs from various sources
- Analytics models to detect abnormal behavior
- Visualization tools to provide insights into system performance

9. How much training can I access with unlimited training?

All subscribers will enjoy unlimited access to InSource training for all classes on the published schedule OR via self-paced training via our InSider program. Everyone at your site can train with your subscription. See InSider program for details.

10. How do I get started with InCommand?

To get started, contact InSource Solutions to discuss your needs. Our team will walk you through implementation and ensure a smooth setup for continuous, reliable support.

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11. How do I pay for InCommand?

You can pay via purchase order, ACH, or credit card. Note that in some areas there is a surcharge for credit card payments.

12. How often will I be billed? Can I pay monthly or annually?

InSource InCommand is billed annually and are automatically renewed unless you opt-out.

13. How does InCommand leverage AI?

On the development roadmap, InSource InCommand plans to leverage InGenius AI, an AI chatbot, to automate log file analysis and diagnosis. This will enable:

- Automatic creation of tickets based on detected anomalies
- Prescriptive fixes for identified issues, improving support agent efficiency

14. My question wasn't answered here, now what?

Contact us at 877-467-6872

InSource Solutions - A Trusted Partner

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.