Trimble Assistant for Tekla : Developer Assistant (Preview) - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Trimble Assistant for Tekla: Developer Assistant. The content is subject to change without notice. Trimble services and products are subject to Trimble terms. The content of this document does not revoke the terms in any part.

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Scope

This document provides additional information to what is presented in the Tekla Trust Center.

The scope of the information includes the following assistant under Trimble Assistant for Tekla: Developer Assistant.

Developer Assistant overview

Developer Assistant assists Tekla Structures users with writing macros for the Tekla Structures Open API by providing code examples and guiding the user through the process of creating and modifying Tekla Structures models using the Open API. Developer Assistant is provided as an extension to Tekla Structures, requiring a license.

Artificial Intelligence in Developer Assistant

Developer Assistant currently uses the GPT-4o model to summarize information and generate responses. The Retrieval-Augmented Generation (RAG) agent accesses the Tekla Structures Open API documentation. The infrastructure is isolated from external access and managed by Trimble.

Developer Assistant related services

The services use the following ISO 27001-certified services:

Trimble Identity service (TID) is an identity service provider for Trimble products, including Tekla products and services. It provides single sign-in and authentication to the services.

The Tekla Online licensing system (ATC) contains the user's profile, which the user creates when first signing in to Tekla Online services. In addition to the user profile information, the ATC contains the user's company (e.g., organization), online licenses and access rights, and authorization to use the Tekla Online services and online licensed products.

Developer Assistant security

Developer Assistant is covered by the security measures and processes described in the Tekla Trust Center. Service-specific details are described in this chapter.

Chat history In Developer Assistant

Users can return to a previous chat and continue using it when asking new questions. Users can also at any time manually delete the chat history.

The chat queries are visible only to a limited number of Trimble employees for support and maintenance purposes, and only in an anonymous format.

Cloud security

Developer Assistant is operating on Microsoft Azure platform. Key points for data security and high availability for the services are:

- data encryption both in transit and at rest
- using Azure PaaS services with automatic patching
- role-based access control
- Azure Security Center
- 24x7 SOC Teams (Azure and Trimble) monitoring alerts.

More information on Azure security can be found in Azure Security white papers.

Personal data in Developer Assistant

Personal data

Trimble Identity login data is used to authenticate to the service. Tekla Online licensing data is used to grant access to the service. Online profile and User Profile, as well as Developer Assistant, contain the following personal data of the users.

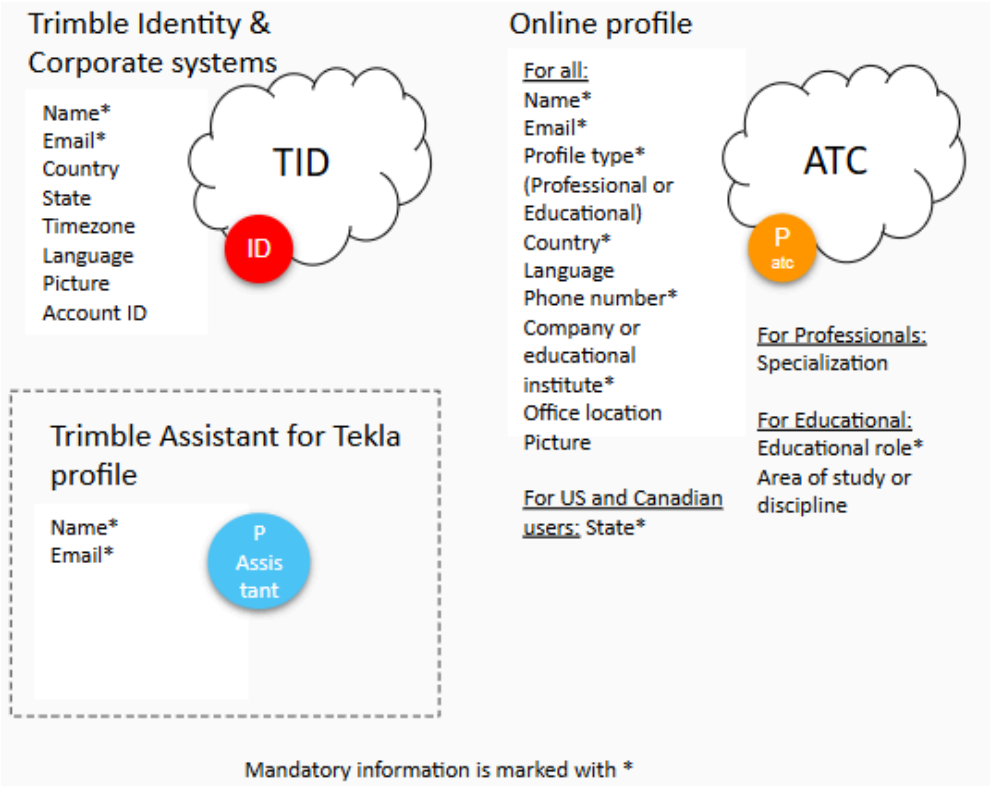

Image 1. Personal data in Developer Assistant and related services.

Upon creating a new Online profile, the user provides mandatory personal data (such as name and email).

When signing in to the Developer Assistant, a service-specific user profile containing the user's ID, name, and email address is created.

Access to personal data

Trimble access to personal information in user profiles is restricted to service administrators and support personnel only.

We process and protect all personal data according to the descriptions in the Trimble Privacy Notice.

Developer Assistant data center location

Developer Assistant use the Microsoft Azure cloud infrastructure, which is generally available in 60+ regions in 140 countries.

Online profile and Trimble Identity service use the Amazon Web Services (AWS) global cloud infrastructure, which is available around the world.

Data center locations of the service are:

Service	Location	Service provider and region
Developer Assistant	Azure North Europe	Azure
Tekla Online licensing and Profile system (ATC)	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable region US, EU, UK, or AU for non-federated users	AWS

Contact Information

If you have any questions or need more information, please don't hesitate to contact trimble.com/support.