

Trimble Assistant for Tekla : User Assistant - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Trimble Assistant for Tekla: User 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 (all versions) under Trimble Assistant for Tekla: User Assistant.

User Assistant overview

User Assistant helps Trimble users by quickly answering product-related support questions. It uses the user's question to find information from the publicly available documentation in the Trimble User Assistance service, summarizes the source information, and leverages natural language processing to generate an accurate and concise answer.

User Assistant can be accessed directly from within the user interface of some Trimble products, or via a web browser. Access is based on a valid product-specific subscription license.

Artificial Intelligence in User Assistant

User Assistant currently uses common large language models to summarize information and generate the response. The Retrieval-Augmented Generation (RAG) agent combines information retrieval with a generative AI model. The AI employed by the User Assistant is used within an isolated infrastructure created and managed by Trimble.

User Assistant related services

The services use the following services:

Trimble Identity service (TID) is an identity service provider for Trimble products. It provides single sign-on 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.

User Assistant security

User 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 User Assistant

Users can return to a previous chat and continue using it when asking new questions.

The chat prompts and conversational metadata are visible only to a limited number of Trimble employees for support, maintenance and product improvement purposes, and only in an anonymous format.

Cloud security

User 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](#).

Customer data in User 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 User Assistant, contain the following personal data of the users.

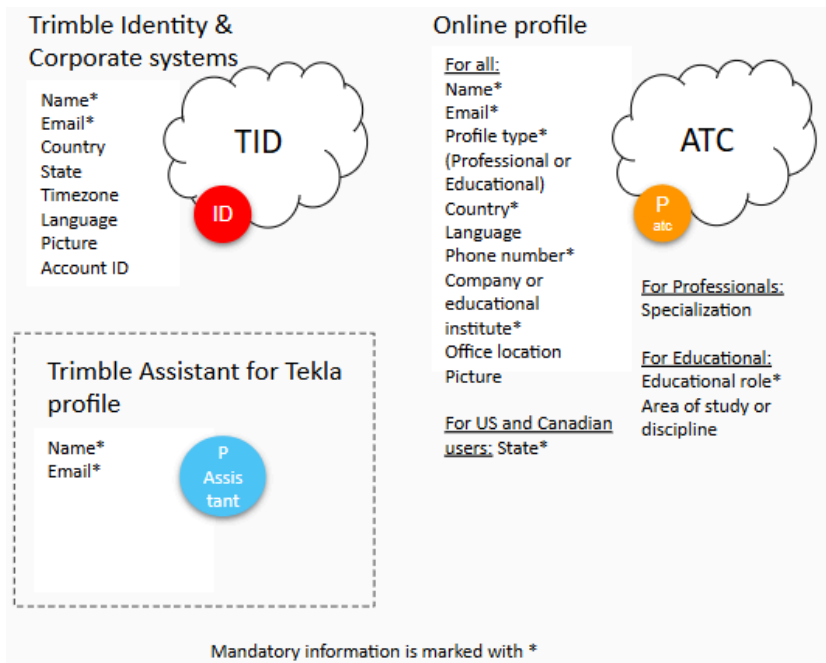


Image 1. Personal data in User Assistant and in related services.

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

When signing in to the User 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](#).

Customer data

User Assistant does not have access to customer data in Tekla Structures, such as models, drawings, settings, or model metadata.

Trimble collects, aggregates, and analyzes anonymized prompt text and conversational metadata to evaluate system performance and improve the product.

User Assistant data center location

User Assistant uses the Microsoft Azure cloud infrastructure, which is generally available in [60+ regions in 140 countries](#).



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

Data center locations of the services are:

Service	Location	Service provider and region
User Assistant, Classic	Azure North Europe	Azure
User Assistant	US, Virginia	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.