

Trimble Help - security white paper

Disclaimer

This document summarizes relevant topics for customer data with Trimble Help and Trimble Help 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.

Table of contents

Disclaimer	1
Table of contents	1
Scope	1
Trimble Help overview	2
Trimble Help Assistant overview	2
Artificial Intelligence in User Assistant	2
Trimble Help related services	2
Trimble Help security	3
Cloud security	3
Personal data in Trimble Help	3
Personal data	3
Access to personal data	5
Access to customer data	5
Trimble Help service data center geographical locations	5
Contact Information	6

Scope

This document provides additional information to what trust.trimble.com contains. The scope of the information is the Trimble Help service, including Trimble Help Assistant.

Trimble Help overview

The Trimble Help service is a self-service content portal containing the learning material, product documentation, knowledge base articles, video tutorials and additional support content applicable to various Trimble products.

Users are able to provide feedback on the available content in Trimble Help. The feedback is used to improve the content.

Trimble Help Assistant overview

Trimble Help 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 Help service, summarizes the source information, and leverages natural language processing to generate an accurate and concise answer.

There is a chat history in Trimble Help Assistant. Users can return to a previous chat and continue using it when asking new questions.

Artificial Intelligence in User Assistant

Trimble Help Assistant currently uses commonly used 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 Trimble Help Assistant is used within an isolated infrastructure created and managed by Trimble.

Trimble Help related services

Trimble Help service uses following services:

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

Trimble Help security

The Trimble Help and Trimble Help Assistant service is covered by the security measures and processes described in [Trimble Trust Portal](#). Service specific details are described in this chapter.

Cloud security

Trimble Help service operates on Amazon AWS platform. We ensure infrastructure security and high availability of our cloud solution by implementing e.g. following measures to the infrastructure: hardened Linux hosts with automatic patching, isolated VPC, role-based access control and security groups, and 24x7 SOC Team monitoring alerts. Solutions are architected for resilience and high availability and have AWS Shield and AWS WAF Protection.

General information on AWS security can be found in [AWS Whitepapers & Guides](#).

Trimble Help 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 Trimble Help

Personal data

Trimble Help and related services contain some personal data of users.

Trimble Help:	Trimble Help Assistant:
Name* Email* Organization Support organization Support email Support phone number Language Viewed products and versions	Name* Email*

Table 1. Personal data in Trimble Help.

Trimble Identity related:	Entitlement and licensing related additional fields:
Name* Email* Country State Time zone Language Picture Account ID	Profile type (*) Country (*) Phone number (*) Company/educational institute (*) Office location State (*) Specialization (*) Educational role (*) Area of study or discipline (*)

Table 1. Personal data in some related Trimble systems. * mandatory information, (*) mandatory information for some user types/countries.

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

When signing in to Trimble Help, user's organization and data such as user's access rights from Trimble entitlement and licensing systems are synchronized to the Trimble Help service profile.

Access to personal data

Users cannot view any profile information of other users.

Access to the full personal profile in Trimble Help is restricted to service administrators and support personnel only. Trimble Help Assistant chat queries are visible only to a limited number of Trimble employees for support and maintenance purposes, and only in an anonymous format.

We process and protect all personal data according to the descriptions in the Trimble [Privacy Notice](#).

Access to customer data

Trimble Help and Trimble Help Assistant do not have access to customer data in Trimble products, such as models, drawings, settings, or metadata.

Trimble Help service data center geographical locations

We use the Amazon Web Services (AWS) and Azure global cloud infrastructure, which are available around the world.

The infrastructure is designed to deliver a flexible, reliable, scalable, and secure cloud computing environment with a high-quality global network performance.



The data center locations of the Trimble Help and related services are:

Service	Location	Service provider and region
Trimble Help service	Ireland	AWS Europe (Ireland)
Trimble Help Assistant	US	Azure
Trimble entitlement and licensing systems	Ireland	AWS Europe (Ireland)
Trimble Identity service	Selectable 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.