Tekla User Assistant (Preview) and Tekla Developer Assistant (Preview) - Security white paper

Disclaimer

This document summarizes relevant topics for customer data with Tekla User Assistant and Tekla Developer Assistant. The content is subject to change without notice. By signing Customer Order and Software License Agreement (COSLA) the customer agrees that Tekla services and related products are subject to Tekla Software Terms and Conditions. The content of this document does not revoke this agreement 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 are the Tekla User Assistant and Tekla Developer Assistant services.

Tekla User Assistant overview

Tekla User Assistant helps Tekla software users by quickly answering product-related support questions. Users can ask questions related to Tekla Structures, Tekla Structural Designer, Tekla Tedds, and Tekla PowerFab applications. It uses the user's question to find information from the publicly available documentation in the Tekla User Assistance service, summarizes the source information, and leverages natural language processing to generate an accurate and concise answer.

Tekla User Assistant can be accessed directly from within the user interface of the Tekla Structures (as an extension), or via a web browser. Access is based on a valid product-specific subscription license.

Artificial Intelligence in Tekla User Assistant

Tekla User Assistant is currently utilizing the GPT-4o model to summarise information and generate the response. The Retrieval-Augmented Generation (RAG) agent combines information retrieval with a generative AI model. The AI employed by the Tekla User Assistant is used within an isolated infrastructure created and managed by Trimble.

Tekla Developer Assistant overview

Tekla 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. Tekla Developer Assistant is provided as an extension to Tekla Structures requiring a license.

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Artificial Intelligence in Tekla Developer Assistant

Tekla Developer Assistant is currently utilizing 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.

Tekla User Assistant and Tekla 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.

Tekla User Assistance (TUA) is a self-service content portal containing e.g. product documentation, knowledge base articles, video tutorials, and additional support content applicable to Tekla products.

Tekla User Assistant and Tekla Developer Assistant security

Tekla User Assistant and Tekla Developer Assistant are covered by the security measures and processes described in the [Tekla Trust Center](#). Service-specific details are described in this chapter.

Chat history In Tekla User Assistant and Tekla 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

Tekla Assistants are 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 Tekla User Assistant and in Tekla Developer Assistant

Personal data

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

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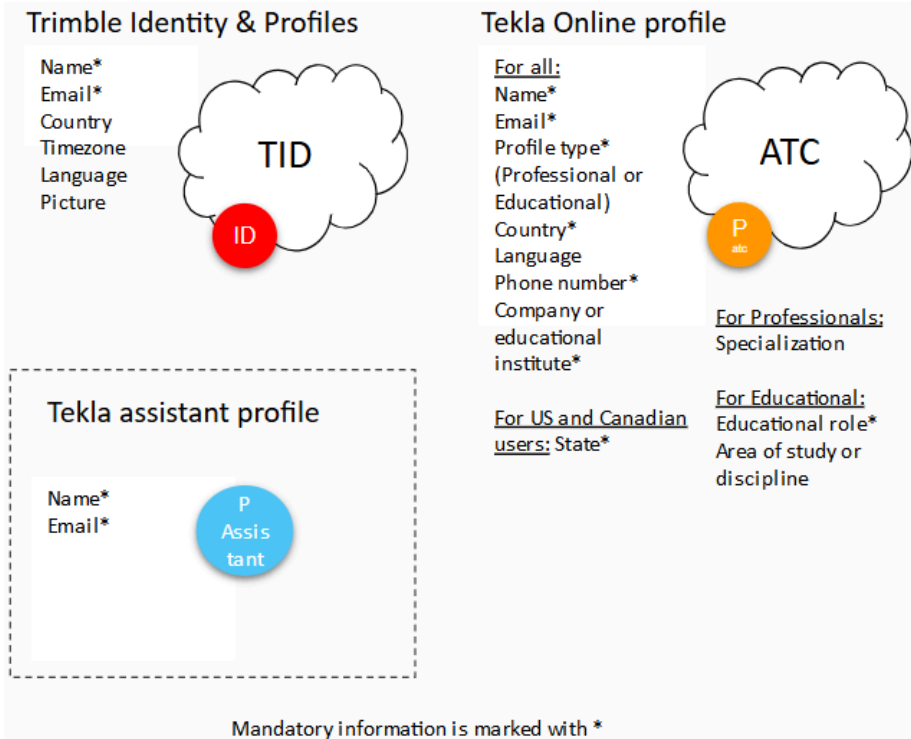FINLAND   Domicile: Espoo

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

Upon creating a new Tekla Online profile, the user provides mandatory personal data (such as name and email) and agrees to the Terms of Services.

When signing in to the Tekla User Assistant and Tekla 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.

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Tekla User Assistant and Tekla Developer Assistant data center location

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

Tekla 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 services are:

Service	Location	Service provider and region
Tekla User Assistant, Tekla 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
Tekla User Assistance	Ireland	AWS Europe (Ireland)

Contact Information

If you have any questions or need more information, please don't hesitate to contact your local Tekla support.