
DATA TRANSFER TO OPSVEDA

Sending Data Files as Email Attachments

Guidelines for OpsVeda Customers

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Introduction

The OpsVeda Operational Intelligence platform ingests data from a variety of sources for analysis and prescriptions for action. Some or all the data can be transferred in flat files. The files may be dropped to an sFTP location or emailed to OpsVeda.

This document provides the guidelines to be followed when sending data files as email attachments.

Information to be shared with OpsVeda before sending files

Before you start emailing files, OpsVeda needs to be configured to ensure that only the files sent by people/ teams authorized by your organizations are processed. Please provide the following information to your OpsVeda Customer Success representative.

- VERIFIED SENDER EMAIL(s): An email address, or a list of email addresses (can be any number of emails), that you may want to use to send your data to OpsVeda. Here are some examples (assume your company name is XYZ):
 - john@xyz.com
 - john@xyz.com, jane@xyz.com, drake@xyz.com
 - Note: If you want to add/remove any email addresses from the original list you set up with OpsVeda, simply get in touch with our *customer success team* and inform them of the additions/removals.
- Once you have finalized your Verified Sender List, you can share those details with OpsVeda's *customer success team*. The team will get back to you with an **official OpsVeda email address** that you can send your data to. You must send all your attachment data to this email address by placing it in the "TO" or "CC" fields of the emails you write.
 - NAMING FILE ATTACHMENTS: The identification and handling of data in each file is dependent on the file name. So, the file naming convention should be adhered to. Files with unrecognizable names will not get processed. The file naming convention is explained in the <file template guide>.

Emailing files

Guidelines to be followed when the data is sent, is detailed below:

- For your data to be processed, you must send all your data in the form of email attachments to the **official OpsVeda email address** provided by the OpsVeda customer success team.
- If your email contains links (to Google drive, Dropbox or any other external sources) the data in those links will NOT be processed. All official data must be in the form of email attachments only.
- Please be aware of the attachment size limit of your email provider. If you are using Gmail (25MB attachment limit per email) and you want to share one single file that is 60MB in size, you will have to break the file into three 20MB files and send it as three different emails to OpsVeda.