

cegid



Technical Prerequisites

Cegid Talentsoft

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1. PREAMBLE

This document describes the technical requirements associated with Cegid Talentsoft, a SaaS (Software as a Service) solution, hosted and operated by Cegid.

This document covers the technical requirements related to the workstations as well as the network and telecommunication aspects. Compliance with these requirements is essential for the proper functioning of this solution.

Cegid cannot be held responsible for any malfunction of the solution due to non-compliance with these requirements.

This document is provided for the Cegid Talentsoft solution and does not take into account other applications used in parallel on the network.

2. SYSTEM REQUIREMENTS AND TECHNICAL PREREQUISITES

2.1.1. Client Software requirements

To run the Cegid Talentsoft application, a user needs a workstation with an Internet access, an up to date operating system and a browser supported by Cegid Talentsoft as defined below. Also Cegid Talentsoft supports browser versions only if they are supported by their editor.

Web browser	Operating system	Front offices	Back office
Edge Chromium	Windows as supported by Microsoft	Supported	Supported
Firefox	Windows as supported by Microsoft	Supported	Supported
Chrome	Windows as supported by Microsoft	Supported	Supported
Safari	Mac OS as supported by Apple	Supported	Supported

Please note that Microsoft stopped supporting IE9 and IE10 on January 16, 2016. Clients using IE11 may encounter performance issues with some Cegid Talentsoft modules, and possibly graphic issues as well upon display. **Cegid will stop supporting IE11 in June 2022.**

For optimal use of the Cegid Talentsoft solution, we recommend using Chrome, Edge Chromium, or Firefox. The use of Cegid Talentsoft does not require any additional add-ons.

2.1.2. Mobile requirements

Mobile access to Cegid Talentsoft can be done via applications developed for specific purpose which allow an adapted experience. Cegid Talentsoft supports the operating system below only if they are supported :

- iPhone and iPad with iOS 13 and above,
- Android smartphones and tablets with Android 8 and above.

It is also possible to access some of the suite's functionalities in a "responsive" manner. for the main functionalities for employees, with full or partial support (e.g. employee portal, validation of evaluation forms for example). The functionalities for administrators are generally too rich to allow a satisfactory experience on mobile. Cegid Talentsoft supports the browsers below only if they are supported by their editor.

Mobile Web browser	Operating system	Front offices	Back office
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Safari	iOS as supported by Apple	Supported	Supported, with restrictions (no mouseover)
Chrome	Android as supported by Google	Supported	Supported, with restrictions (no mouseover)

2.1.3. Office tools

Certain features generate Word, Excel or PDF documents. Cegid Talentsoft supports the versions below only if they are still actively supported by their editors :

- Word 2016 or above (most recent version recommended)
- Excel 2016 or above (most recent version recommended)
- Adobe Acrobat Reader 2015 or above (most recent version recommended)

Special case for Office 365: Office 365 online has less features than the desktop version. Therefore, if users want to store their documents in Office365 online, they must restrict the features used in their Excel+ and Word+ models to those available in Office365 online.

3. NETWORK PREREQUISITES

3.1. Network security

All of the servers are protected by a firewall that detects suspicious connection attempts.

Firewall settings comply with the following principle: "anything that is not authorized is not permitted".

The security of the platform is ensured by the following:

- Active equipment that protects access to servers;
- A security policy aiming to control and protect the security of the platform;
- An up-to-date and permanently monitored anti-virus system;
- A system and policy for keeping operation systems up-to-date;

The HTTPS protocol is implemented through a class 3 certificate owned by Cegid Talentsoft.

Client sites with firewalls can use Cegid Talentsoft products. However, there are some requirements in term of flows to open:

Application	Purpose	Destination Ports	Protocol
Web browsing	Client access to Cegid Talentsoft application	TCP/443	HTTP/TLS 1.2
Back office File exchange	Data & reports imports/export	TCP/21,22,990,10990 TCP/50000-500049	FTPS or SFTP

All exchanges between Cegid Talentsoft and users are encrypted.

3.2. Performance and capacity

3.2.1. Data flow

Back Office application pages use between 100 KB and 1 MB. This load may be greater on search results pages depending on the number of hits returned per page.

On average, the CVs of candidates or employees range from 250 KB to 1 MB.

Certain pages linked to training content (multimedia), can be quite large depending on what content the client has created. The size is linked to the type of media used in the training content (images, audio, low-quality video, high-quality video, etc.)

3.2.2. Storage

In standard, the Cegid Talentsoft application is tested and approved for more than:

- 200,000 employees
- 800,000 candidate CVs

- 10,000 training courses (50,000 learning units)
- 500,000 training sessions

3.2.3. Response time

Cegid commits to a maximum average server response time of 400 ms. This figure is measured as a monthly average over all pages of the application and over all clients from the same datacenter.

Measuring response time

A SaaS software vendor does not control all the segments contributing to the response time of a SaaS application, because some of these segments are controlled by the client. For example, this is the case for user computers and internal client networks. In order to ensure quality services for users, whatever the conditions, Cegid uses a metrology tool to measure both server response time and user response time.

Cegid can measure response time at the browser level only if the client:

- Allows the users browser to execute requests such as:
 - http://js-agent.newrelic.com/nr*.js
 - http://beacon*.newrelic.com/
 - https://*.xiti.com
 - <https://bam-cell.nr-data.net>
 - <https://tag.aticdn.net>
- Allows third-party cookies in the browser.

Without these authorizations, Cegid can only measure the server response time.

3.2.4. User bandwidth

The estimated client bandwidth required to use the software is 50 Mbit/s for every 50 simultaneous users, i.e. 50 users simultaneously launching web page requests. In order to provide optimum user experience, a high-quality network is a must (low packet loss, low latency < 100 ms).

As for training, the number of users taking training will affect the available bandwidth.