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Technical Prerequisites

Cegid HR

02/01/2025

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AGENDA

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1. DOCUMENT PURPOSE

This document describes the technical requirements associated with Cegid HR, 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 HR solution and does not take into account other applications used in parallel on the network.

2. SYSTEM REQUIREMENTS AND TECHNICAL PREREQUISITES

2.1. Client Software Requirements

In order to run the Cegid HR application, Users must have a workstation with internet access, an up-to-date operating system and a browser supported by Cegid HR as defined below. Cegid HR only supports those browser versions supported by their publisher.

Cegid HR is tested and optimized for the following browsers: Edge Chromium, Firefox, Chrome and Safari.

The use of Cegid HR does not require any additional add-ons.

2.2. Mobile Access Requirements

Mobile access to Cegid HR can be done via applications developed for specific purpose which allow an adapted experience. Cegid HR 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 main functionalities for employees in a "responsive" manner, with full or partial support (e.g., employee portal, validation of appraisal forms...). The functionalities for administrators are generally too rich to allow a satisfactory experience on mobile. Cegid HR supports the browsers below only if they are supported by their editor.

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

2.3. Office Tools

Certain features generate Word, Excel, or PDF documents. Cegid HR 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 Microsoft 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

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 HR.

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

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

All exchanges between Cegid HR and users are encrypted.

4. PERFORMANCE AND CAPACITY

4.1. Data Flow

Back Office application pages use between 100 KB and 5 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.)

4.2. Storage

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

- 200,000 employees
- 800,000 candidate CVs
- 20,000 training courses (50,000 learning units)
- 300,000 training sessions

4.3. 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 data centre.

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.

4.4. User Bandwidth

The minimum estimated bandwidth per user is about 8Mbps. In order to provide optimum user experience, a high-quality network is a must (low packet loss, low latency < 100 ms). You can test your internet connection with an online speed test tool.

As for the Learning module, the number of users taking training simultaneously will affect the available bandwidth. The more users using simultaneously the Cegid HR solution, the more bandwidth is required. Please contact your Cegid HR representative for further details.

4.5. CDN

For its LMS, Cegid uses a CDN to speed up web page and training content load times. This service can be activated on the Cegid HR LMS on the condition that the standard domain name provided by Cegid is used.

Our supplier, Cloudflare, frequently changes their point of presence (POP) list. The POP list is available on their website: <https://www.cloudflare.com/network/>

The implementation of this service is not included in the standard and is subject to an additional commercial agreement.

4.6. Client Site URLs

Each client is provided with a production URL and a test URL.

The client's URL can be personalized. To do this, the client must buy a certificate and redirect his domain name with a CNAME entry using value provided by Cegid. However, if the client customizes the domain, this may limit their use of Cegid's CDN service.

This service is free of charge.

4.7. Extended Storage (LxMS only)

The storage allocated for courses and database is 250 GB we can provide additional storage per range of 250 GB.