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Technical Prerequisites

Cegid HR Voice of the employee

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CONTENTS

1. Document Purpose	3
2. System configuration and technical requirements	4
2.1. Customer Software Requirements	4
2.2. Mobile Access Requirements	4
2.3. Office Tools	4
3. Network Prerequisites	5
4. Performance and capacity	6
4.1. Data flow	6
4.2. Storage	6
4.3. Response time	6
4.4. User bandwidth	6
4.5. Application Allows List	6

1. DOCUMENT PURPOSE

This document describes the technical prerequisites associated with Cegid HR Voice of the employee, a SaaS (Software as a Service) solution hosted and operated by Cegid.

This document covers the technical prerequisites for workstations, as well as network and telecommunication aspects. Respect for these prerequisites is essential to the correct functioning of this solution.

Cegid cannot be held responsible for any malfunctioning of the solution due to a failure to comply with these conditions.

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

2. SYSTEM CONFIGURATION AND TECHNICAL REQUIREMENTS

2.1. Customer Software Requirements

To run the Cegid Hr Voice of the employee application, the User must have a workstation with Internet access, an up-to-date operating system and a browser supported by Cegid HR Voice of the employee, as defined below. Similarly, Cegid Wittyfit only supports browser versions if they are supported by their publisher. Cegid HR Voice of the employee is tested and optimized for the following browsers: Edge Chromium, Firefox, Chrome and Safari.

No additional browser extensions are required to use Cegid HR Voice of the employee.

2.2. Mobile Access Requirements

Mobile access to Cegid HR Voice of the employee is possible via a purpose-built application and the responsive website, providing an optimal experience. Cegid HR Voice of the employee supports the following operating systems, if they are themselves supported:

- iPhone and iPad with iOS 13 or higher
- Android smartphones and tablets with Android 8 or higher

You can also access some of the suite's features "responsively" for the main features intended for employees, such as surveys and some managerial reports. The features for administrators are generally too rich to provide a satisfactory experience on mobile devices. Cegid HR Voice of the employee supports the following browsers only if they are supported by the publisher.

Mobile web browser	Operating system	Front Office	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

Some functions can be used to generate Excel or PDF documents. Cegid HR Voice of the employee supports the following versions only if they are still actively supported by their publishers:

- PowerPoint 2016 or higher (latest version recommended)
- Excel 2016 or higher (latest version recommended)
- Adobe Acrobat Reader 2015 or higher (latest version recommended)

3. NETWORK PREREQUISITES

All servers are protected by a firewall and antivirus software that detects suspicious connection attempts.

The firewall settings are based on the following principle: "Anything not authorized is not permitted."

The security of the platform is ensured by the following elements:

- active equipment protecting access to the servers
- security policy to control and protect the security of the platform
- up-to-date and continuously monitored antivirus system
- system and policy to keep operating systems up to date

The HTTPS protocol is executed by a class 3 certificate belonging to Cegid HR Voice of the employee.

Customer sites with firewalls can use Cegid HR Voice of the employee products. However, there are certain flow requirements for the opening:

Application	Objective	Destination ports	Protocol
Web browsing	Customer access to the Cegid HR Voice of the employee application	TCP/443	HTTP/TLS 1.2

All exchanges between Cegid HR Voice of the Employee and users are encrypted.

4. PERFORMANCE AND CAPACITY

4.1. Data flow

The pages of the Front Office application use between 1 MB and 3 MB depending on the role (users and managers).

The pages of the Back Office application use between 1 MB and 2 MB. This load can be greater on search result pages, depending on the number of results returned per page.

4.2. Storage

As standard, the Cegid HR Voice of the employee application is tested and approved for more than 150,000 employees.

4.3. Response time

Cegid agrees to respect a maximum average server response time of four hundred ms. This figure is measured as a monthly average across all pages of the application and across all Customers in the same data center.

Response time measurement

A SaaS software provider does not control all segments that contribute to the response time of a SaaS application, since some of these segments are controlled by the Customer. This is for example the case for Users' computers and Customers' internal networks. In order to guarantee a quality service to Users, whatever the conditions, Cegid uses a metrology tool to measure both the server response time and the User response time.

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

- allows Users' browsers to run requests such as:
 - https://*.google-analytics.com
 - https://*.googleapis.com
 - <https://sentry.io>
- authorizes third-party cookies in the browser.

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

4.4. User bandwidth

The estimated Customer bandwidth required to use the software is fifty Mbps for fifty concurrent users, in other words fifty users simultaneously initiating web page requests. In order to provide an optimal experience to the User, a high-quality network is essential (low packet loss, **low latency < one hundred** (100) ms).

4.5. Application Allows List

- Add the following Cegid Hr Voice of the employee (ex Wittyfit) email addresses to the allow list: noreply@wittyfit.com, support@wittyfit.com, wittyfitsupport@cegid.com
- Add the domain witty.fit and the domain ****https://CLIENT.witty.fit to the allow list
- Try clicking on the following links. If you receive the indicated messages, everything is working correctly:
 - https://ws.witty.fit: the message "test du webservice concluant" (webservice test successful) should appear.
 - https://io.witty.fit: should return "ok"