



For IT & Security Teams

# Technology Overview

## What's this ALEX thingy?

ALEX is a web-based software platform that helps people pick their employee benefits. People like you, for instance. Your company's HR team will help us configure ALEX to become an expert in every aspect of your employee benefits — stuff like your medical plan options, flexible spending accounts, and disability insurance — so it can help you and your fellow employees when you have to pick your benefits.

## Components to the core ALEX experience may include:

### Interactive Conversation

An HTML-based rich media experience that simulates a live conversation with a virtual host.

### Details Page

Web pages that contain summaries of each benefit (including, at times, key decisions made by the user).

### Video

Short, web-hosted videos designed to highlight benefit changes or educate the user on specific topics.

### Chatbot

Chat functionality to answer employee questions in real-time.

## How will our people get to ALEX?

ALEX is a fully hosted solution. Employees will get to it via a simple URL, which can be sent in an email or placed on a page in your company's portal. ALEX doesn't require log-in credentials, and your company doesn't have to provide any information specific to end-users at all.\*

To make sure our interactive conversations function properly and keep user data secure, ALEX will not load in an iframe.

*\*However, in the context of ALEX Conversations that are integrated with a partnered benefits administrator, user demographic data is retrieved by ALEX and used to improve and streamline the experience based on specific data points.*



## Technical Requirements

### Supported Browsers

ALEX supports the following Tier 1, preferred browsers:

- ✓ Chrome (latest stable version)
- ✓ Chrome for Android (latest stable version)
- ✓ Edge (latest stable version)
- ✓ Firefox (desktop version; current ESR or later)
- ✓ Safari for macOS and iOS (latest stable version)

Browsers designated as Tier 1/Preferred are guaranteed to support all core ALEX features, and Jellyvision will consistently make commercially reasonable efforts to address any bugs that may be uncovered.

ALEX provides partial support for the following Tier-2 browser:

- ✓ Internet Explorer 11

A browser designated as Tier 2 will generally work to access ALEX, but (a) users may experience some deficiencies; (b) some features may not work as designed; and (c) Jellyvision may elect not to address all reported bugs.

*ALEX is only supported on Windows, macOS, Android, and iOS. FireOS and Android Native Browser are not supported. Internet Explorer Compatibility Mode/Compatibility View is not supported.*

### Firewall Requirements

ALEX may also require various firewall modifications to allow access to our domains and CDNs, URL redirects, and the ability to access HTML, CSS, and JS files, as well as graphics, audio, and video files.

### Bandwidth Requirements

4 Mbps or faster

## What about end-user data security?

At Jellyvision, we take end-user data security seriously. We use high levels of transmission and storage encryption to ensure that any collected personal information stays secure and protected. Our Enterprise Information Security Policies are reviewed annually by our Director of Information Security, our SVP of Technology, and our General Counsel to ensure that all security initiatives are current. We complete an annual SOC 2 Type 2 examination by an outside audit firm in order to test our data security, integrity and availability capabilities. We also have an outside security vendor conduct annual penetration tests of our applications for any security vulnerabilities. If you would like more details on ALEX security, please contact your Account Manager for a security packet!



## How stable is ALEX's service?

Stable. No, check that. Our service is rock-solid. Our team works hard to deliver high uptime, dynamite throughput, and low latency.

### Hosting

ALEX maintains multiple active, geographically diverse, US data centers to provide resiliency and redundancy of service delivery and analytics data acquisition.

### Scalability

ALEX's content delivery network pushes content to over 20 US distribution points, and we have the ability to add more on a per-region basis during periods of increased traffic or load.