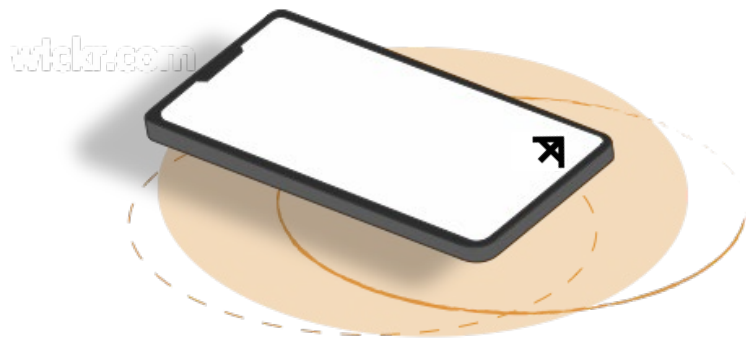


# World's Most Secure Collaboration Platform Built for the Warfighter

Brian Morrison, Technical Account Manager

CAO: 23 March 2021



<https://wickr.com/ram/get-started/>

# Why should you care?

1. The DoD will not have a collaboration platform that can connect to external (Non-NIPR) users after MS CVR sunset
  - MS Teams replacement is only available to NIPR users, and is limited to desktop and web-based clients on the NIPR network
2. MS Teams on NIPR will only be available on NIPR desktop and NIPR web clients
  - DoD users will lose ability to access limited secure comms via personal devices after CVR sunset
3. Popular free communications applications like Whatsapp & Signal are not secure or approved for DoD use
  - The DoD has sent out multiple warnings to users about the dangers of using these apps, and barring their use for official business

Wickr RAM is the DoD's best available capability that enables you to collaborate with anyone, anywhere, from any device with fully DoD accredited security always protecting your communications

## What's your transition plan?








# Wickr RAM

What is it?

- Wickr RAM is enterprise collaboration software specifically hosted and supported 24/7/365 for the DoD through a partnership between Wickr and ARMA/GDIT
- Accredited by SOCOM and Air Force for use with Controlled Unclassified Information up to Impact Level 4 (FOUO, PHI, PII, LES, etc)
- Can be used on personal AND government devices (phones, laptops, etc) to provide collaboration across all platforms with Single-Sign-On (SSO) eliminating need for CAC login
- The only US based company that meets the NSA recommendations for choosing a secure collaboration platform

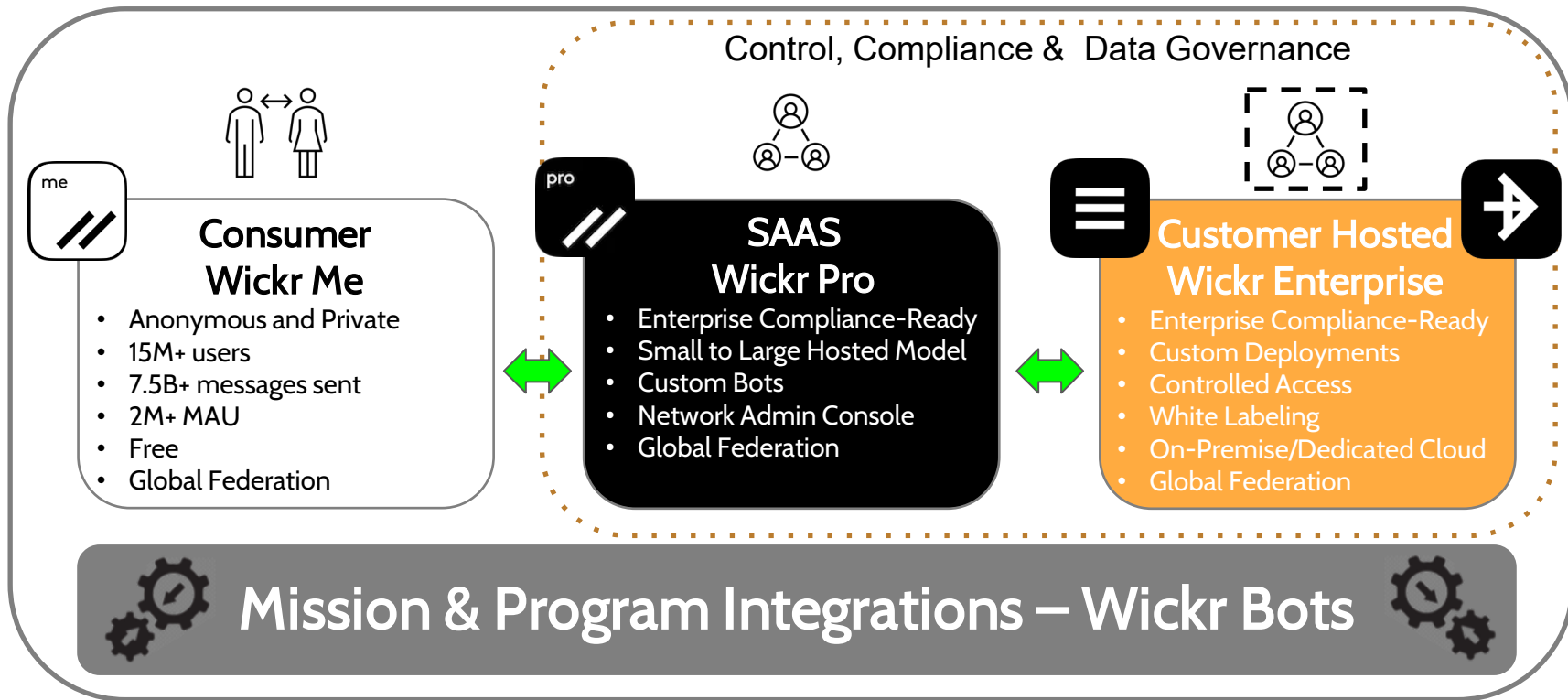


Wickr Stands Up Against the Competition		End-to-end Encryption							
		Text Chat	Voice Calls	Video Calls	File Sharing	Screen Sharing	MFA	Invitation Controls	Secure Deletion
	Wickr	✓	✓	✓	✓	✓	✓	✓	✓
	Signal	✓	✓	✓		✓	✓	✓	✓
	Slack					✓	✓	✓	
	Teams					✓	✓	✓	
	WhatsApp	✓		✓		✓	✓	✓	
	Zoom	✓		✓		✓	✓		



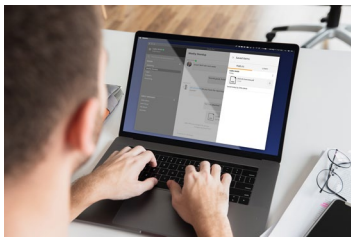
# Wickr Platforms Overview

## 256-Bit AES End-to-End Encrypted Communications



# Feature Set

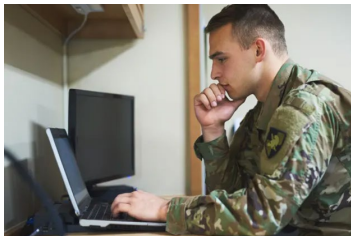
Personal Desktop  
(Windows, Mac,  
or Linux)






Personal or Gov  
Phones & Tablets  
(Android, iOS, or  
Chromebook)



NIPRNet Desktop  
(Windows, Mac,  
or Linux)



 <b>Wickr Me</b> Free Private Messenger for Individuals	 <b>Wickr Pro</b> Free Secure Collaboration for the Enterprise	 <b>Wickr Enterprise</b> Full Control and Total Compliance
<b>DOWNLOAD &gt;</b>	<b>DOWNLOAD &gt;</b>	<b>DOWNLOAD &gt;</b>
<ul style="list-style-type: none"><li>✓ 1:1 Messaging</li><li>✓ Group Messaging (Up to 10 Members)</li><li>✓ Audio Calling (1:1 Only)</li><li>✓ Video Calling (1:1 Only)</li><li>— Broadcasting/Live Streaming</li><li>— Screen Sharing</li><li>✓ File Share (Up to 10 MB)</li><li>✓ Location Sharing</li><li>✓ Message Expiration Settings (Up to 6 Days)</li><li>✓ Burn-On-Read Timer</li><li>✓ Federation (Communicate with Wickr Me or Pro Users Outside of Your Network or Organization)</li><li>— Administrative Controls</li><li>— Self-Hosted and Fully-Customizable</li><li>— SSO and MDM Integration</li><li>— Dedicated Onboarding and 24/7 Support</li></ul>	<ul style="list-style-type: none"><li>✓ 1:1 Messaging</li><li>✓ Group Messaging (Up to 500 Members)</li><li>✓ Audio Calling (Up to 70 Participants)</li><li>✓ Video Calling (Up to 70 Participants)</li><li>✓ Broadcasting/Live Streaming (Up to 500 Participants)</li><li>✓ Screen Sharing</li><li>✓ File Share (Up to 5 GB)</li><li>✓ Location Sharing</li><li>✓ Message Expiration Settings (Up to 1 Year)</li><li>✓ Burn-On-Read Timer</li><li>✓ Federation (Communicate with Wickr Me or Pro Users Outside of Your Network or Organization)</li><li>✓ Administrative Controls</li><li>— Self-Hosted and Fully-Customizable</li><li>— SSO and MDM Integration</li><li>— Dedicated Onboarding and 24/7 Support</li></ul>	<ul style="list-style-type: none"><li>✓ 1:1 Messaging</li><li>✓ Group Messaging (Up to 500 Members)</li><li>✓ Audio Calling (Up to 70 Participants)</li><li>✓ Video Calling (Up to 70 Participants)</li><li>✓ Broadcasting/Live Streaming (Up to 500 Participants)</li><li>✓ Screen Sharing</li><li>✓ File Share (Up to 5 GB)</li><li>✓ Location Sharing</li><li>✓ Message Expiration Settings (Up to 1 Year)</li><li>✓ Burn-On-Read Timer</li><li>✓ Federation (Communicate with Wickr Me or Pro Users Outside of Your Network or Organization)</li><li>✓ Administrative Controls</li><li>✓ Self-Hosted and Fully-Customizable</li><li>✓ SSO and MDM Integration</li><li>✓ Dedicated Onboarding and 24/7 Support</li></ul>

Wickr is the only DoD approved option for single app connectivity across all your devices available today



<https://wickr.com/ram/get-started/>

# Wickr Unique Features

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Wickr calls dial all attendees like a regular phone call eliminating meeting links



Personal user room to pass data to yourself between all of your connected devices



Mass messaging capability to facilitate Recall & Alert functions for large user groups



Voice memos and quick responses for faster chat communication between users on the go



Anonymity tools to mask users from either RAM or ME to allow for sensitive communication



Data expiration, retention, and secure shredding capabilities to provide extra security controls



User controlled location sharing for both static or live broadcast tracking from any user on any device



# Connecting All Users Across All Platforms

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## Global Federation

- Connectivity between all Wickr Platforms
- Messaging, Calling, File Transfer, & Location Sharing
- Free Accounts available on Pro and ME platforms
  - Wickr Pro recommended for Features
  - Wickr ME recommended for Anonymity



# Version Enhancements



## Major Enhancements

- Global Federation
- Broadcast Calling
- Bandwidth Sensitive Audio-Only Mode
- Message Reaction & Voting
- Self-Install (no administrator rights required)
- Call Banner and Icon for Room Notification
- Room User Limit Increase to 500 members



## Improved Features

- Call Stability
- Single Call per Room
- SSO Single Sign-Out
- Call Override for Sign-Out Timer

## New Client Rollout - Update Now

We have the new clients rolling out on both the Android play store, iTunes, and the government software center often. These new clients will be adding several new features, as well as fixing a range of old bugs. You can download new clients from either your government software center, or via the link below:

DOWNLOAD ▶

### Product Update (5.66)

December 6, 2020

[Read More](#)

### Product Update (5.63)

October 22, 2020

[Read More](#)

### Product Update (5.62)

September 15, 2020

[Read More](#)

^^ See the latest Product Updates at: ^^  
<https://wickr.com/ram/get-started/>

New client versions released monthly to DoD Software centers, iTunes/Google Play stores, and on our website



<https://wickr.com/ram/get-started/>



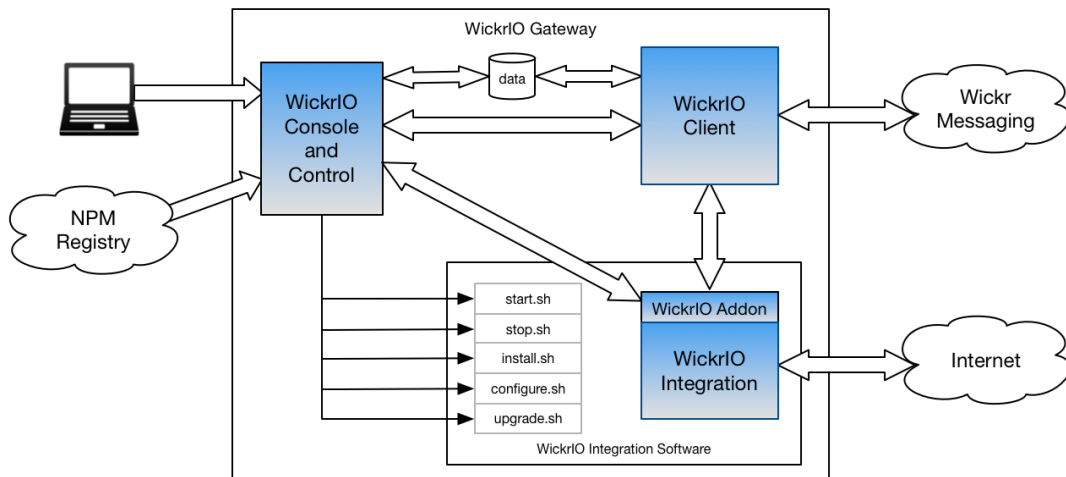
# Wickr Bots

## What is a Bot?

- Software to provide automated functions and/or integration with third party applications within and for the Wickr client

## What can they do?

- Location mapping
- Mass messaging
- Application integration
- Data recording & playback
- API interface for external applications
- And a whole lot MORE



Learn more:

<https://wickrinc.github.io/wickrio-docs/#wickr-io>



<https://wickr.com/ram/get-started/>

# Bot Integrations



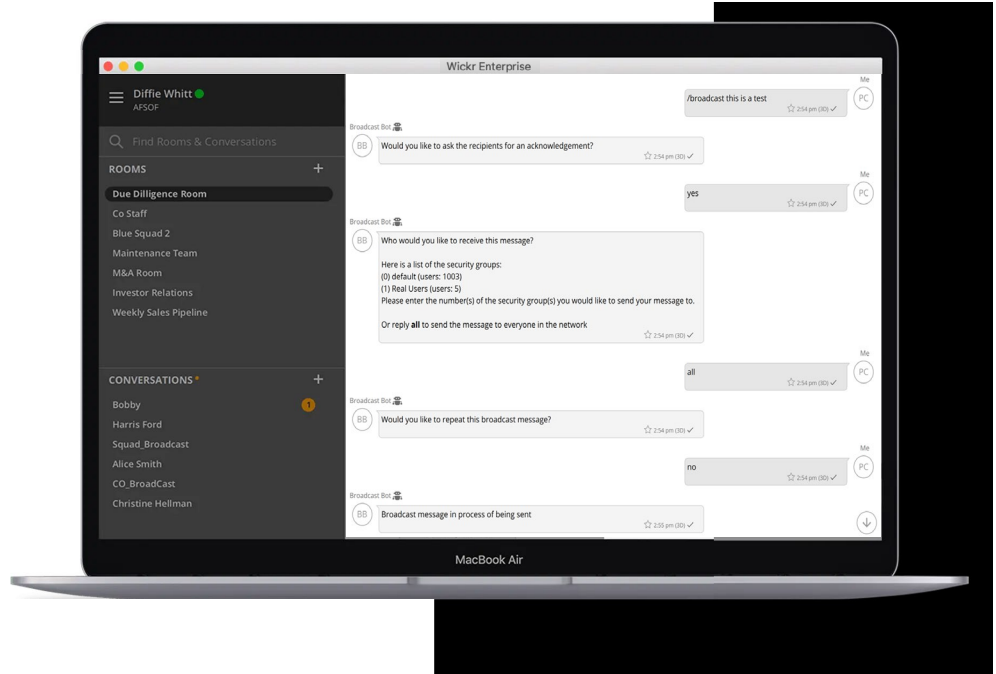
## Existing Integrations

- Filebot (simple file transfer)
- Broadcast Bot (mass notification)
- Hello World Bot (custom responses)
- Google Calendar
- Zendesk
- Github

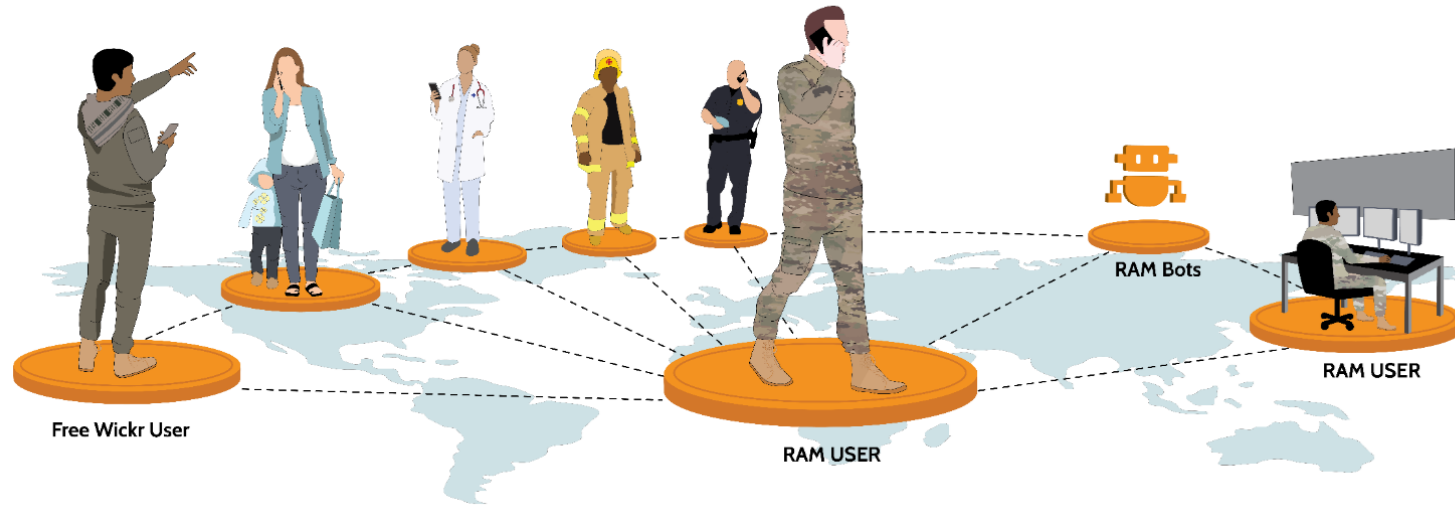


## In Development

- Force Tracker Bot (TAK Integration)
- Inviter Bot
- Reminder Bot
- PagerDuty Bot
- Proxy Bot
- Alias Bot



# DoD Use Case Examples



- ✓ Recall & Alert Messaging
- ✓ Medical Evac Support
- ✓ Off-duty Secure Comms
- ✓ DoD SAFE Alternative
- ✓ Streaming Tactical ISR Sensor Feeds
- ✓ Location Sharing for Personnel Tracking
- ✓ Anonymous communication for sensitive reporting
- ✓ Comms with Coalition Partners, Contractors, and Family



# RAM Onboarding Process

## 1. License Acquisition

- Purchase from Wickr
- Acquire through other Gov/Mil organization allocation

## 2. User Account Creation

- Contact Wickr Helpdesk to receive Account Creation spreadsheet for new account creation
- Fill-out a item on the Account Creation spreadsheet for each user, and submit to the helpdesk when complete
- Helpdesk creates accounts and notifies both the primary account POC and all individual users that accounts have been created, along with providing client setup instructions

## 3. Client Setup

- Contact the helpdesk directly via phone or email to receive your user account password, as well as password to the client setup instructions on their website
- Follow the applicable client setup instructions for your applicable platform (PC, Mac, iOS, Android) available at: <https://wickr-ram-configuration.s3-us-gov-west-1.amazonaws.com/index.html>

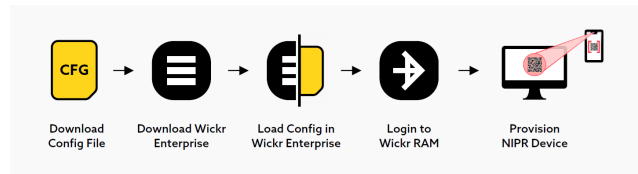
Wickr Military Sales – Dan Skinner

[dskinner@wickr.com](mailto:dskinner@wickr.com)

Wickr Gov Sales – Matt Jones

[mjones@wickr.com](mailto:mjones@wickr.com)

Information Source is the Global Address Book in Outlook								
Last Name	First Name	Middle Initial	Government Email	EDIPI (DOD ID Number)	Rank	Service, Agency, or Command (Company Field)	Next Command Level below Service, Agency, or Command (Department)	Organization (Office)
Doe	John	X	<a href="mailto:john.x.doe@mail.mil">john.x.doe@mail.mil</a>	1012234556	1st Lt	USAF	111st AW	111st CS



# RAM Onboarding Process Cont.

## 4. Training Instructions

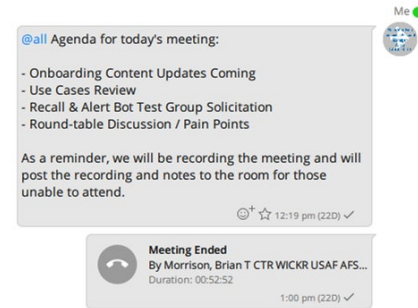
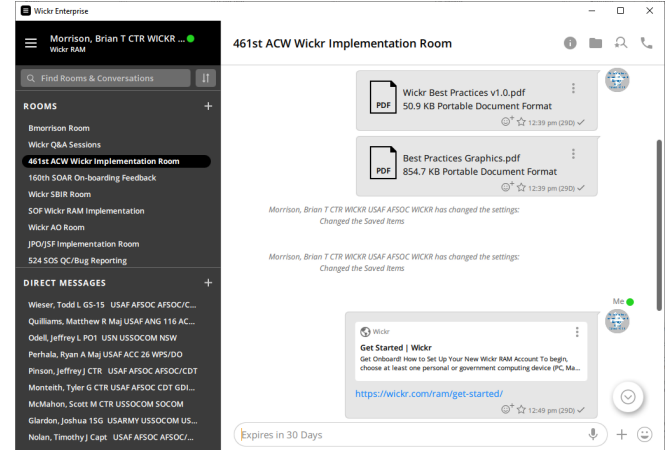
- Feature walkthroughs in client upon initial login
- Training content available on Wickr RAM Website: <https://wickr.com/ram/get-started/>
- In-person or remote training classes are available upon request

## 5. Organizational Setup

- A Wickr Implementation room will be created for your organizational POCs to communicate with Wickr POCs
- All key content and links will be provided in that room
- Coordination for any additional issues, user account requests, etc can be done through that room or by contacting POC directly

## 6. Additional Participation

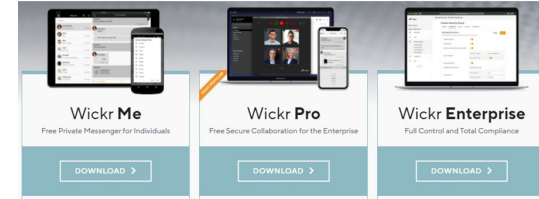
- Wickr hosts a Q&A Room in RAM for any User or Organization POC to participate in
- Weekly meetings to go over new feature training, requests, current issues, and feedback
- Wickr SWAG is also available upon request if desired



# ME & Pro Onboarding Process (Non-DoD Users)

## 1. Download Wickr Pro or ME client software

- <https://wickr.com/downloads/>

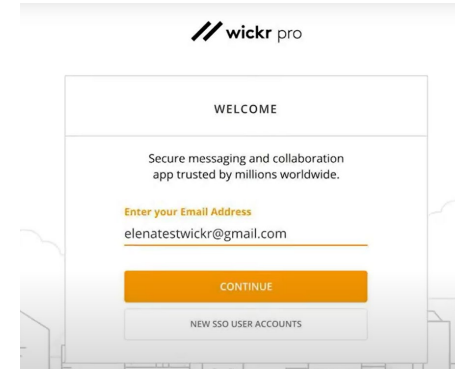
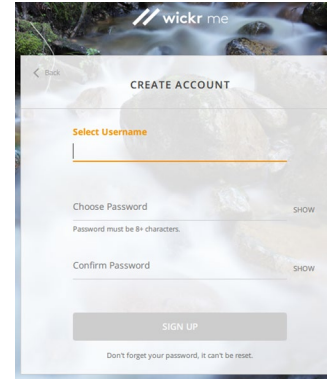


## 2a. Wickr ME User Account Creation

- Launch application, and select "Create Account"
- Enter in your new username and password, then click "Sign Up"
- Begin using Wickr ME

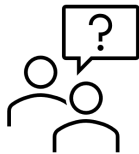
## 2b. Wickr Pro User Account Creation

- Launch Application, and enter in your email address
- Click on the "Verify My Account" link in the verification email
- Click the link to Open Wickr Pro to automatically enter verification code
- Choose your new password, and click "Submit"
- Add your phone number and/or invite additional users to Wickr Pro
- Begin using Wickr Pro



# Wickr RAM Questions??

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Contact Us:

Wickr RAM Helpdesk

850-374-5853 | 1-833-457-0457

[help@armamanagedservices.freshservice.com](mailto:help@armamanagedservices.freshservice.com)

<https://armamanagedservices.freshservice.com>



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