



# AWS Wickr RAM

## Encrypted communication built for the Department of Defense

Wickr RAM (Recall, Alert, and Messaging) is a Department of Defense (DOD) compliant end-to-end encrypted (E2EE) full suite collaboration application. Wickr RAM features messaging, voice and video calling, screen sharing, secure location sharing, and file transfer capabilities.

Wickr RAM is DOD compliant and able to transmit controlled unclassified information (CUI), personal health information (PHI), and personally identifiable information (PII) as defined by the Health Insurance Portability and Accountability Act (HIPAA). It can be used across devices—personal or government issued and mobile or desktop—and across networks, trusted or untrusted.

### Why Wickr RAM

Secure your team's communication with Wickr RAM's multi-layered, 256-bit Advanced Encryption Standard (AES) E2EE. Customers can configure data retention in the cloud, or on-premises. Additional Wickr RAM benefits include:

- Available on AWS GovCloud (US) and Cloud One (via Carahsoft) and can support workloads up to Impact Level 5 (IL-5)
- Adversary-resilient communications as encryption keys are stored on local endpoints
- Denied, degraded, intermittent, and limited (DDIL) bandwidth capabilities—including disconnected, and out-of-band communications that can federate to the cloud when connectivity is restored
- Built using zero trust network design principles with a FIPS certified encryption library
- Powerful integrations with open-source Java Node bots for interoperability
- Multi-factor public key infrastructure (PKI) authentication

### Wickr RAM at scale

Wickr, the U.S. Air Force (USAF), and General Dynamics Information Technology's (GDIT)-ARMA team built and scaled Wickr RAM to support 1.2 million users for secure communications—enabling protected communication on zero trust networks and increasing their cyber hygiene and security posture for operational security.

“ Using Wickr RAM in Cloud One allows our personnel and teams to collaborate securely at the tactical edge and higher; in-garrison and deployed. Its ability to run on many different platforms and its feature set enables us to reduce security risks and operate successfully. ”

#### Todd Weiser

Chief Technology Officer, U.S. Air Force Special Operations Command

## Use cases

Wickr RAM's [Global Federation](#) capability empowers individual users, the DOD enterprise, and the federal government to securely communicate while mobile, and disconnected from secure networks. Sample use cases include:

- Coordinating patient evacuations and connecting DOD to local mission partner medical professionals in support of ongoing operations, bringing secure communications to DDIL environments.
- Sending battalion-sized updates to users in the path of dangerous weather (e.g., tornadoes, winds up to 40 knots, thunderstorms). Over 600 users were alerted of incoming weather in less than four minutes, affording users time to respond and take action.
- Conducting tele-drills for guardsmen, and providing a means to gather status and wellness details to improve military health and situational awareness of possible COVID-19 exposures.
- Connecting with friends and family. Wickr RAM connects to Wickr Pro—AWS Wickr's Software as a Service (SaaS) platform—using the same commercial end-to-end encryption to help protect data and sensitive communications. Loved ones can use Wickr Pro to connect with military Wickr RAM users who may be deployed abroad. Wickr Pro, is available in app stores at no cost, and enables texts, calls, and video with Wickr RAM users.

## Pricing details

Please contact [wickr-ram@amazon.com](mailto:wickr-ram@amazon.com) to learn about our pricing, available discounts, and proof-of concepts. You can request quotes and MIPR instructions at [wickr@carahsoft.com](mailto:wickr@carahsoft.com).

## Learn more

Contact us at [wickr-interest@amazon.com](mailto:wickr-interest@amazon.com).

## Onboarding and support

The onboarding process is streamlined, and the in-app user verification helps eliminate phishing vulnerabilities. The Wickr RAM solution is supported by AWS Wickr, GDIT-ARMA, and Science Applications International Corp. (SAIC). GDIT provides development and engineering support in addition to 24/7/365 [service desk support](#). As the prime industry collaborator for the [Cloud One program](#), SAIC offers secure and reliable cloud environments and services for mission-critical DOD applications.

## Additional resources



[AWS Wickr RAM Video](#)



[AWS Wickr Website](#)



[AWS Wickr Blogs](#)