



# Security Protocols

Overview

# Lightico – An Introduction

Lightico empowers call agents to sell faster and service better by bringing key supporting resources & multimedia into the in-call experience. Agents are more effective in selling, servicing and collecting when they enrich their voice calls with in-call:

- Real time document/ID sharing
- Electronic signing & eForms
- Product visualization
- Immediate and secure payment processing



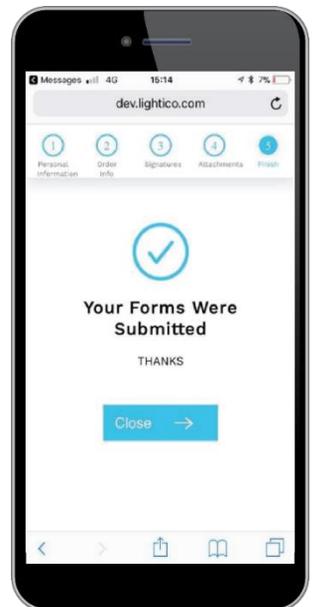
## Sell to your customers - even when they've gone mobile

In a world where customers are on their mobile phones, businesses are thirsty for ways to sell and service them in real-time, wherever their customers are.

With Lightico, call-agents have an integrated suite of digital tools they can add to their live phone conversations to better sell & service their mobile customers: Leapfrogging PC and face-to-face customer experiences.

While speaking with customers on their mobile phones, phone agents can seamlessly add in-call tools like real-time media sharing, instant identification collection, real time finger-eSigning, smart document creation/completion & instant, PCI compliant payment collection.

Lightico's 'no-app required' approach to digital service is combined with deep learning and rich analytics, equip call agents with a full suite of the right digital tools to close sales and improve service.



## Lightico Business Impact

Lightico's customers report better KPI's:

- Shorter sales cycles - from multiple calls sometimes over a period of days to closing a deal to a single interaction.
- Increased sales performance - As sales cycles are shorter, agents close more deals
- Customer satisfaction is growing - Customers report an increase in customer satisfaction that is reflected by higher customer retention and more referrals by their customers.

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## The Importance of Data Protection for Lightico

As a lot data, including personal data, is being shared on the Lightico platform, Security is a key factor in the company. The company has engaged with industry leaders in the field of Cybersecurity and operates to perfect its methods of protecting its customers data.



## Lightico Security Overview

Security at Lightico is evolving at a rapid state, we have a solid program of enhancements to the security posture of the company. Furthermore, we are flexible enough to make needed changes to handle arising threats and to accommodate customer requests.

We are currently working towards [ISO 27001](#) certification.



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## Infrastructure

Our service is built on secure infrastructure based on AWS infrastructure, secure network topology and additional security services.

AWS has a shared responsibility model where AWS is responsible for the security of the cloud and their customers are responsible for what's running on the cloud. Lightico is taking advantage of AWS's highly secured services to provide top of the line security to the compute, network and storage that the service is running on.

The architecture of the application is based on three-tier topology to secure data access of users by use of applicative controls. Login servers are separated from application servers to implement defense in depth principal.

The network was designed to isolate sensitive data from the internet and separate different functions of the system. Servers are placed in subnets based on their role and access is restricted by AWS Security groups. Services are only exposed to load balancers who are exposed only to Incapsula. Admin and developer access is restricted by a VPN service.

In front of the service an advanced Web Application Firewall and Distributed Denial Of Service protection is implemented by use of [Incapsula](#).

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## Application

Application security is achieved by managing an application security program and adopting principles of secure design and coding.

The application security program adopts OWASP standards of secure development and testing to achieve a high confidence in the security of the service. The R&D team receives the needed security training and security awareness sessions. Application design undergoes security review. Periodic pen tests are performed by external “pentesters”. Code review is performed by the internal R&D team.

Specific application controls include:

1. OWASP top 10 controls
2. Multi tenancy is enforced both in the application and the database
3. Session is managed in an encrypted JWT token
4. All HTTP traffic is secured by HTTPS
5. All websocket traffic is secured by WSS

Additionally, customers can elect to delete private data periodically (once a day).

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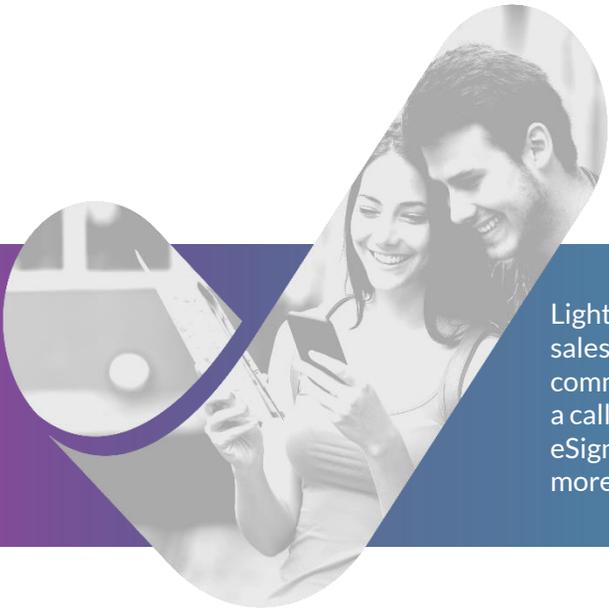
## Office and Development Environment

The office and development environment is secured on the ion all aspects of people, processes and technologies. The network and internet access is secured using an up to date Unified Threat Manager. Remote access to the network is controlled by VPN. No customer data is allowed to leave production and be stored, processed or transferred to external networks. Additionally a security awareness program is in place.

# Lightico Security

In a world where customers are on their mobile phones, businesses are thirsty for ways to sell and service them in real-time, wherever their customers are. With Lightico, SME call-agents have an integrated suite of digital tools they can add to their live phone conversations to better service their mobile customers: Leapfrogging PC and face-to-face customer experiences. While speaking with customers on their mobile phones, SME phone agents can seamlessly add in-call tools like real-time media sharing, instant identification collection, real-time finger-eSigning, smart document creation/completion & instant, PCI compliant payment collection.

Lightico's 'no-app required' approach to digital service is combined with deep learning and rich analytics, equip call agents with a full suite of the right digital tools to close sales and improve service.



Lightico brings the power of face-to-face communication to sales and service call agents. Lightico digitally enhances voice communication to enable phone operators to do more while on a call. With in-call file sharing, document creation and eSignatures, phone agents can sell and service their customers more effectively and efficiently.