

American Well Fleet Monitoring - Minimum Technical Requirements

American Well Fleet Monitoring is a technology platform with accompanying management services designed to allow you to track the status of your mission-critical devices, proactively respond to support needs, and ensure that your telemedicine platform is up and running at all times. The platform consists of a web-based dashboard component and a service running on the telemedicine carts. This document describes the minimum technical requirements for both ends of the system.

Fleet Monitoring Dashboard Requirements

This component of the American Well Fleet Monitoring system is a web-based tool to provide real-time status, command, and control of your American Well telemedicine devices. The dashboard is web-based and can run on a majority of current generation web browsers and operating systems with internet access.

Application Standards and Specifications

- The American Well Fleet Monitoring Dashboard is web-based.
 - The solution utilizes standard TCP ports for communications: 80 and 443.
 - Traffic is encrypted using SSL and all content is encrypted.
- All American Well solutions are tested against W3 standards.
 - An audit trail is documented and stored for every event, including logins and edits to forms.
 - The software may leverage email or SMS to provide notifications to users.
- Legacy pagers that do not accept SMS are not supported. Only SMS-enabled pagers can be used for receiving notifications.

Firewall Whitelist Requirements

The American Well Fleet Monitoring Dashboard requires the following mandatory firewall permissions for minimum application functionality.

- Firewall and Domain Permissions:
 - *.avizia.io
 - *.avizia.com
 - *.americanwell.com
 - *.zendesk.com
- Ports:
 - The firewall must be configured for outbound HTTP/HTTPS requests on the following ports:
 - 80
 - 443
 - No incoming port rules need to be modified.

Mail Server for User Account Invites

In order to ensure that user account invite emails are successfully received, it is recommended that emails from *@avizia.com and *@americanwell.com should be whitelisted.

PC and Browser Requirements

The American Well Fleet Monitoring Dashboard currently only supports PC/Mac access. The browser requirements are listed below.

- Browser Requirements
 - The dashboard requires notifications to fully utilize the Fleet Monitoring features. Current browsers that adhere to the latest HTML5 standards are supported. The recommended browsers include:
 - Google Chrome 40+
 - Javascript and cookies enabled
 - Mozilla Firefox 31+
 - Javascript and cookies enabled
 - Internet Explorer 11+
 - Javascript and cookies enabled
 - Safari is NOT supported
 - The browser must be configured to allow notifications for in-browser notifications to function

American Well Telemedicine Cart Requirements

American Well Fleet Monitoring has been designed for seamless integration with American Well Telemedicine carts that adhere to the following requirements.

Supported American Well Telemedicine Carts

American Well Fleet Monitoring supports the following telemedicine carts:

- American Well 750C (Cisco)
 - Firmware must be 2.01+
- American Well 750V (Vidyo)
 - Firmware must be 2.07+
- American Well 750P (Polycom)
 - Firmware must be 2.08+
- American Well 210 (Avizia 200)
 - Software must be 1.0.9+

Firewall Whitelist Requirements

The location where the American Well telemedicine cart resides must adhere to the following firewall requirements for the Fleet Monitoring service to function.

REQUIRED	SERVICE	HOST	PROTOCOL	PORTS	RESOURCE	RULE
Mandatory	Secure Web	*.avizia.com / *.avizia.io / *.americanwell.com	TCP	443	Secure Communication with Fleet Servers	<i>Outgoing, established</i>
Optional	NTP	Pool.ntp.org	TCP	123	Network Time Service for logging	<i>Outgoing, established</i>
Mandatory	DNS	Local DNS Server	UDP	53	Domain Name Service	<i>Outgoing</i>

Firewall Whitelist Requirements (for more restrictive networks)

REQUIRED	SERVICE	HOST	PROTOCOL	PORTS	RESOURCE	RULE
Mandatory	Secure HTTPS	18.204.64.0/27 (18.204.64.1-18.204.64.30)	TCP	443	Secure Communication with Fleet Servers	<i>Outgoing, established</i>
Optional	NTP	Pool.ntp.org	TCP	123	Network Time Service for logging	<i>Outgoing, established</i>
Mandatory	DNS	Local DNS Server	UDP	53	Domain Name Service	<i>Outgoing</i>

Network Requirements

- Depending on the wireless network settings, the cart may use a dedicated radio for Fleet Monitoring. Contact your Implementation Manager for details.
- The bandwidth requirements for Fleet Monitoring are negligible.

Effects on Cart Battery

The battery drain due to Fleet Monitoring related communications both when the cart is active and inactive are negligible.

Notice of Ownership

All materials contained herein are the property of American Well Corporation and are copyrighted under United States law and applicable international copyright laws and treaty provisions. The materials contained herein are not work product or “work for hire” on behalf of any third party. The materials contained herein constitute the confidential information of American Well Corporation, except for specific data elements provided by third parties, which are the confidential information of such third parties. The content contained herein results from the application of American Well proprietary processes, analytical frameworks, algorithms, business methods, solution construction aids and templates, all of which are and remain the property of American Well Corporation.

Trademark Notice

All of the trademarks, service marks and logos displayed on these materials (the “Trademark(s)”) are registered and unregistered trademarks of American Well Corporation or third parties who have licensed their Trademarks to American Well Corporation. Except as expressly stated in these terms and conditions, you may not reproduce, display or otherwise use any Trademark without first obtaining American Well Corporation’s written permission.