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VT Writer – Customer Hosted Deployment and Security Frequently Asked Questions

1. VT Writer Intro

VT Writer is an industry-leading AI-powered writing aid designed for organizations who create and review sensitive content. It is a browser-based software application (with an optional MS Word Addin) that creates 1st draft content, scores content for clarity / accessibility and provides suggestions for how you can improve content quality. It runs 100% securely, with no data going outside your network.

Note on Security:

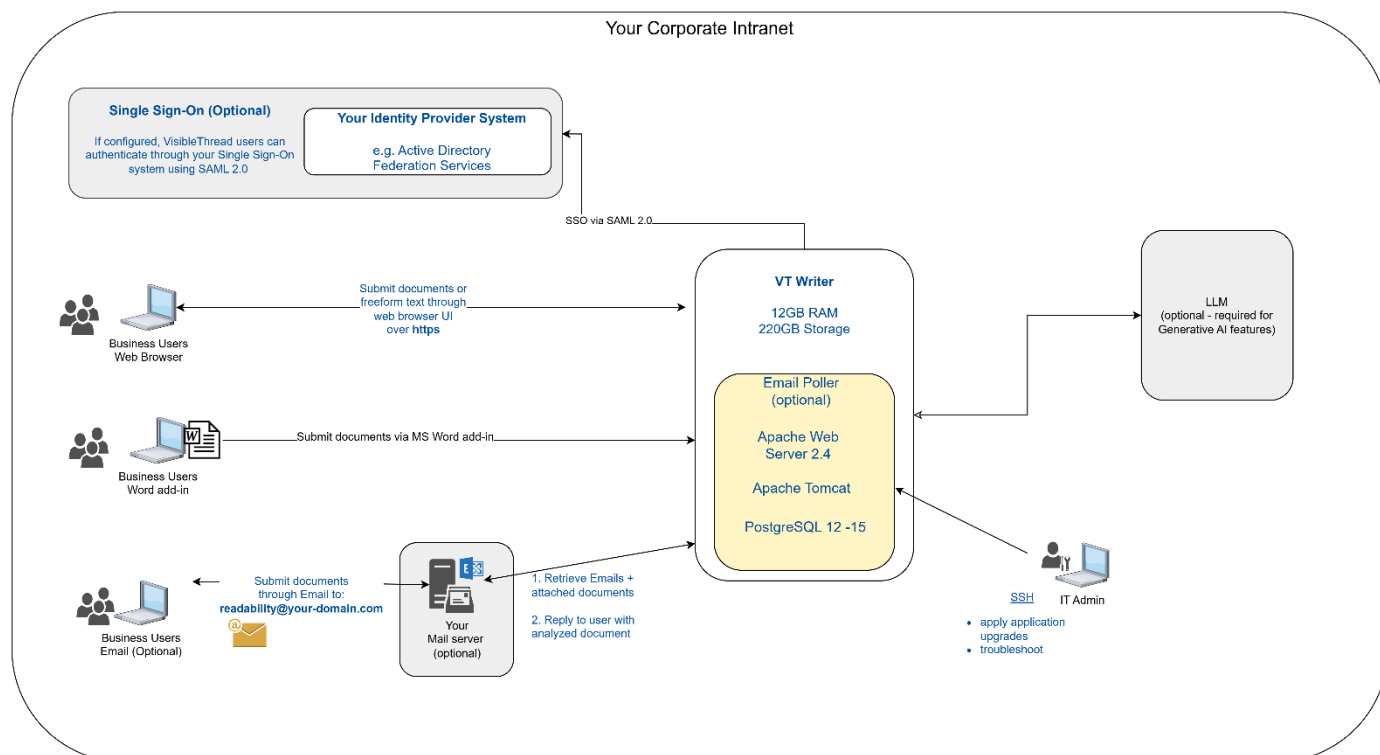
- **100% Isolated:** VT Writer can operate 100% isolated behind your firewall. For regulated sectors or government agencies, it is often deployed into “air-gapped”, sensitive compartmented information facilities (SCIFs) or 100% secure environments with no internet connectivity. Typically, it runs on a private cloud or on-premises on RedHat or Windows. All data remains behind the firewall. VisibleThread staff have no visibility into your data.

2. Deployment Overview

A VT Writer/Insights deployment involves a single server:

- **VT Writer Server** hosts a web browser-based application.
- **VT Insights** is a component of VT Writer and is enabled via license file.

The diagram below illustrates the server deployed inside your organization including user and system interactions.



3. Frequently Asked Questions

What does “customer hosted” mean

A: Customer hosted means VT Writer can be deployed either physically on premise by your IT team, or virtually on any private cloud infrastructure your IT team manages. Effectively customer hosted means the application is managed by your IT team using whatever mechanism best suits your requirements.

Q: Can VT Writer be deployed in a private cloud (e.g. Azure or AWS)

A: Yes, VT Writer “customer hosted” can be deployed either physically on premise on customer managed hardware or deployed in any private cloud environment managed by the customer.

Q: Can VT Writer be deployed in a Fed Ramp approved private cloud, e.g. GCC High

A: Yes, VT Writer is a standalone application and can be deployed in a secure restricted private cloud environment, such as GCC High.

Q: What external access does VT Writer require once deployed

A: The application does not require any access to external networks and is fully self-contained. The VT Writer application does not require any contact with VisibleThread servers, and VisibleThread staff will have no access to the system once deployed. VT Writer does have several “optional” features that if enabled will require access to some of your *internal* systems, more details are provided later in this FAQ. Importantly this access is all internal to your network and is managed by your IT team.



- a) Single Sign On
- b) Email integration
- c) Using Generative AI for content generation.

Q: Does VT Writer contain “Generative AI” capabilities

A: VT Writer is designed to leverage a Large Language Model (LLM) to provide Gen AI capabilities for drafting content or rephrasing complex paragraphs. VT Writer itself does not include an LLM as part of its deployment. To enable this feature your IT team must provision an LLM and configure VT Writer to access that LLM. Deployment and management of the LLM is the responsibility your IT team. We support several common third party LLM interfaces, e.g. Azure AI (GCC and non GCC), AWS Bedrock, AWS Sagemaker. If your organization does not have access to or utilize an LLM today our support team can recommend an open source LLM to use. We encourage you to reach out to our support team at support@visiblethread.com to discuss different options for leveraging Generative AI within VT Writer.

Q: How is access to the system managed

A: VT Writer supports two types of authentication systems. Application managed authentication is a username/password based system that is managed in VT Writer. Single Sign On (SSO) authentication allows integration with your IDP (e.g. AD/Entra) and delegates authentication to your IDP. This allows support for MFA and any other authentication mechanism provided in your internal IDP. Users can have one or more access permissions:

- “System Admin” permission allows access to system management, including SSO configuration, data retention settings etc.
- “User Admin” permission allows access to application settings, including keyword management, user management and license allocation.
- “Licensed User” permission grants access to scan content using the application.

Q: What email integration is required

A: Email integration is required for two optional features that can be enabled / disabled by your system admins:

- Ingesting documents via email. VT Writer can be configured to read documents sent to a dedicated MS Office f365 mailbox (e.g. writer@mycorp.com). The mailbox must support access via Graph API. Once this is enabled a licensed VT Writer user can send a document to the dedicated mailbox. VT Writer will analyze the document and send the results back to the user.
- Sending emails from VT Writer via an SMTP server (internal to your organization). This is used to send password reset emails (if not using SSO), license expiry reminders, and results of any document scans send to the application via email.

Q: How does the Word AddIn work

A: The VT Writer word plugin is a Word AddIn built using the MS Office Add-ins platform. Effectively the Word AddIn is a tailored web client for the VT Writer application that you are hosting on your network. It is designed to work with the VT Writer server deployed in your organization and give the user feedback as they are editing/creating content in Microsoft Word. For more details see our support site here:



<https://support.visiblethread.com/hc/en-us/articles/13182316039569-How-to-deploy-the-VT-Writer-word-add-in-for-on-premise-users>

Q: Where does the application store its data

A: VT Writer requires access to a PostgreSQL RDMS. By default, this is installed on the same server as the application during the installation process, however you can choose to host the database on a different database server. For example, if you are working in Azure you may decide to host the VT Writer database on Azure Database for PostgreSQL and utilize the backups facilities of Azure.

Q: How is the application updated/patched

A: Customers are encouraged to include the VT Writer server in their standard patching cycles. VisibleThread support staff do not provide updates to operation system components. These should be patched via regular OS updates. The VT Writer application is updated via an install package that can be downloaded from our support site, uploaded and deployed to the VT Writer server. This must be completed by your IT support team as VisibleThread support staff will have no access to your systems, however our support team are more than happy to assist with upgrades via Teams/Zoom calls. We typically release application updates twice yearly.

Q: What Operating Systems are supported for deployment

A: We support deployment on RHEL 8/9 and Windows Server 2016, 2019, 2022. The minimum system requirements are:

- RHEL: 12GB RAM, 2CPU, 200GB disk space
- Windows Server: 16GB RAM, 2 CPU, 200GB disk space

Q: Can VT Writer be deployed behind a load balancer or proxy (e.g. IIS)

A: Yes. By default, Apache HTTP server is installed with VT Writer and is configured to provide SSL termination. A self-signed certificate is included as part of the install. However, VT Writer can be configured to use a third-party load balancer or proxy server.