Advanced Services

Customer Managed Key

zoom

OVERVIEW

Zoom Customer Managed Key (CMK) enables customers to bring their own encryption keys to protect data stored at rest within the Zoom Cloud infrastructure using AWS Key Management Service (AWS KMS) to encrypt recordings from Zoom Meetings, Zoom Webinars, Zoom Phone voicemails and recordings, calendar tokens for Zoom Rooms, and more within the Zoom Cloud infrastructure.

Zoom's Advanced Services provides project management and technical resources to work with our customers to create the Key Repository in AWS, and help configure Zoom platform settings. We identify the areas across the organization where sensitive data exists and validate each area to ensure success once deployed.

What we offer:

- Discovery requirements and use cases
- Assist with AWS KMS key creation
- Guidance in editing and rotating keysets and Key Policy management
- Manual /automated Key management
- External HSM key management
- Disaster recovery of keys

- Zoom enrollment of customer managed keys
- Group or account wide enablement of keys
- Add / Remove capability to encrypt/ decrypt data at rest
- Key deprovisioning
- Sub-account configuration and user migration process as required

Customer Role:

- Designate a Primary and Secondary point of contact with authority to act on all aspects of the service being performed
- Provide project resources to ensure a successful deployment

- Provide information, data and documentation as required for performing services
- AWS access and management

Project Completion:

- Validation testing to ensure customer use cases are met

- Hypercare: Ten days of post go-live Support.
- Provide final documentation

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Thank you for your interest in Advanced Services

For more information:

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Visit zoom.us/en/global-services