



The bridge to possible

# Webex achieves full data residency in EU

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# Cisco Webex App

## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated until February 24, 2023.





# Agenda

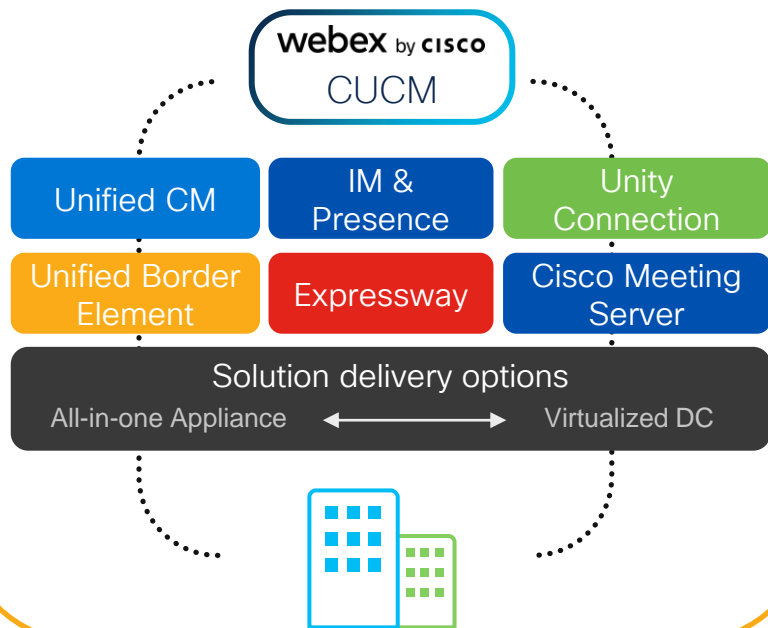
- Data Residency

- Introduction
- Context of our Customers today  
(and during the last 3 years)
- Collaboration Cloud Strategy: options,  
including Sovereignty
- Conclusion

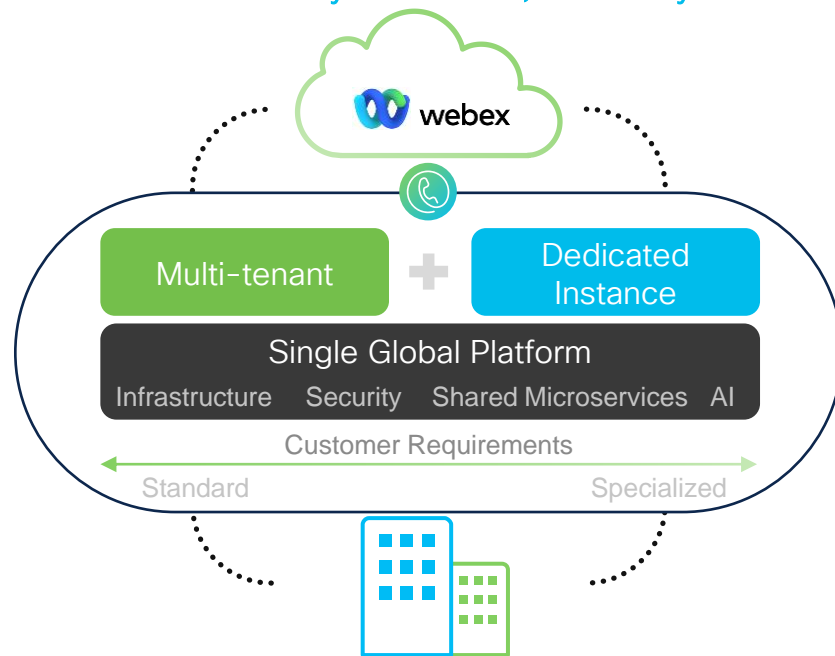
# Introduction

The most complete and flexible enterprise-grade calling experience is now part of the Webex Suite

Delivered on-premises



Delivered fully on Cloud, or as Hybrid



# Then, this happened

- Brexit
- Privacy Shield invalidation (Schrems2)
- Data Transfers carefully inspected
- Strict GDPR interpretation
- Global Pandemic – Hybrid work becomes the norm
- Energy crisis in EU



# How to Respond to...

## Adequacy Preference

# How to Respond to...

## Desire for Agility Security

# How to Respond to...

Move to Cloud  
Stay On Prem



# Collaboration Cloud Strategy: Options including Sovereignty



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# Collaboration Cloud Strategy: Options including Sovereignty



# Webex Commitment to Europe

New unified DCs with local data storage in EU (since 2021) ✓

- Frankfurt and Amsterdam

Choice over storage of PII and content in EU (since 2020) ✓

- Recordings, transcripts, files, messages, whiteboards, voicemails

Local operational and billing data (since July 2022) ✓

Control to move existing customer data to EU from US  
(In LA for User profiles, Analytics) ✓

- Self-serve migration through Control Hub

Webex aligns with Gaia-x Level 1 and 2 levels today ✓



# Choice and transparency for data locations

*Full Data Residency in EU for Webex Meetings, Messages, Calling, User Profiles & Billing data*

Select data residency locations during service set up time



Identify your data's location from Control Hub



Customer Information

Legal Company Name ⓘ

Administrator Email

Administrator email that you enter will be used to determine whether there is an existing customer account.

Business Vertical

Country or region for determining data residency region

Select the country or region closest to your customer. This will ensure the organization is provisioned in the region closest to them for purposes of data residency (user data, encryption keys and user generated content). [Learn More](#)

☐ I certify that this customer is in a [supported location](#) for Cisco Webex

Cancel Next

## Data locations

Data type	Covered data	Data location
Common application data	All Webex identify platform data, such as full user profiles (name, email, avatar), user groups, and other org settings.	EU
Messaging	Messages, files, spaces, bot integrations, registered device ID, and organization metadata	Americas
> Meetings	Recordings, transcripts, files, meetings titles, attendee names and emails, and user profiles in Webex site administration portal	Americas, APAC, EU

# User Profiles & Analytics Migration

LIMITED AVAILABILITY




GENERAL AVAILABILITY

COMING SOON

## Migrate to your regional data center

Review the timelines and options for data migration to your regional data center.



Migration plan

Meetings

**Common application data**

Messaging


▼ Step 1: Know all transferred data

You're migrating all Webex identity platform data, such as full user profiles, user groups, and other organization settings. This also includes analytics data for Webex Calling, Messaging, and devices.


▼ Step 2: Understand the impact

Estimated downtime: **up to 8 hours** (for approximately 100K users)


During migration



No access to Control Hub, with no access to Control Hub-managed sites and services (including Messaging, Calling, Meeting, and the Webex Contact Center).




On-premises devices registered with Edge and cloud-registered devices can't join meetings or make calls.




We'll send email notifications to all organization administrators when migration starts, and then every 2 hours, for status updates.


After migration



If single sign-on (SSO) was on for your organization, you'll reconfigure it after receiving your migration completion email. Users can't sign in until you set up SSO.



Recreate all unused device activation codes, if created before the migration.

For more migration details, see [the full impact from our help article](#) 

▼ Step 3: Schedule your migration destination and date

Migration destination: Not specified

Migration date: Not scheduled

Schedule migration

# Privacy/ Data Retention

*Delete host and usage data of Webex Meetings at the user level*

## Account

### Delete Meetings metadata



#### Review your selection

##### Users [Edit](#)

7 users [View](#) ▾

##### Scope [Edit](#)

Default scope:

- Control Hub Analytics and Reports
- Cisco's internal reporting tools

Additional:

- Control Hub Troubleshooting and Cisco's internal diagnostics tools

##### Days [Edit](#)

You'll still keep metadata within 30 days (up to 1/30/22). For the selected users and scope, you'll delete the data older than 1/30/22.

# Collaboration Cloud Strategy: Options including Sovereignty





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# Collaboration Cloud Strategy: Options including Sovereignty



- Evolution, not revolution in motion to Cloud
- Secure by design, Private by default
- Webex provides a range of options to meet your Sovereignty needs



# Continue Your Education



Visit the Cisco Showcase for related demos.



Book your one-on-one Meet the Engineer meeting.



Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.



Visit the On-Demand Library for more sessions at [ciscolive.com/on-demand](https://ciscolive.com/on-demand).

# Complete your Session Survey

- Please complete your session survey after each session. Your feedback is important.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>





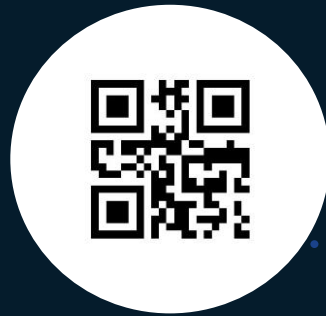
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# Thank you

CISCO *Live!*

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**Cisco Theater** points here



CISCO *Live!*

ALL IN