

# Zoom

## ENISA Telecom Security Forum

Magnus Falk

Oct 13, 2021



# About Zoom



# Company profile

FOUNDED	EMPLOYEES	GLOBAL OFFICES	GLOBAL DATA CENTERS
<b>2011</b>	<b>5,000+</b>	<b>19</b>	<b>21</b>
Q2 FY22 REVENUE	YoY REVENUE GROWTH	FEATURES AND ENHANCEMENTS/YEAR	YEARS CASH FLOW POSITIVE
<b>\$1,021M</b>	<b>54%</b>	<b>300+</b>	<b>4</b>

# Zoom business model

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## Free

Host up to 100 participants

Group meetings for up to 40 minutes

Unlimited one-on-one Meetings

## Pro

Everything in Free +

Increase participants up to 1,000 with [Large Meetings](#) add-on

Group meetings for up to 30 hours

Social Media Streaming

1 GB Cloud Recording (per license)

## Business

Everything in Pro +

Host up to 300 participants

Single Sign-On

Recording Transcripts

Managed Domains

Company Branding

## Zoom United

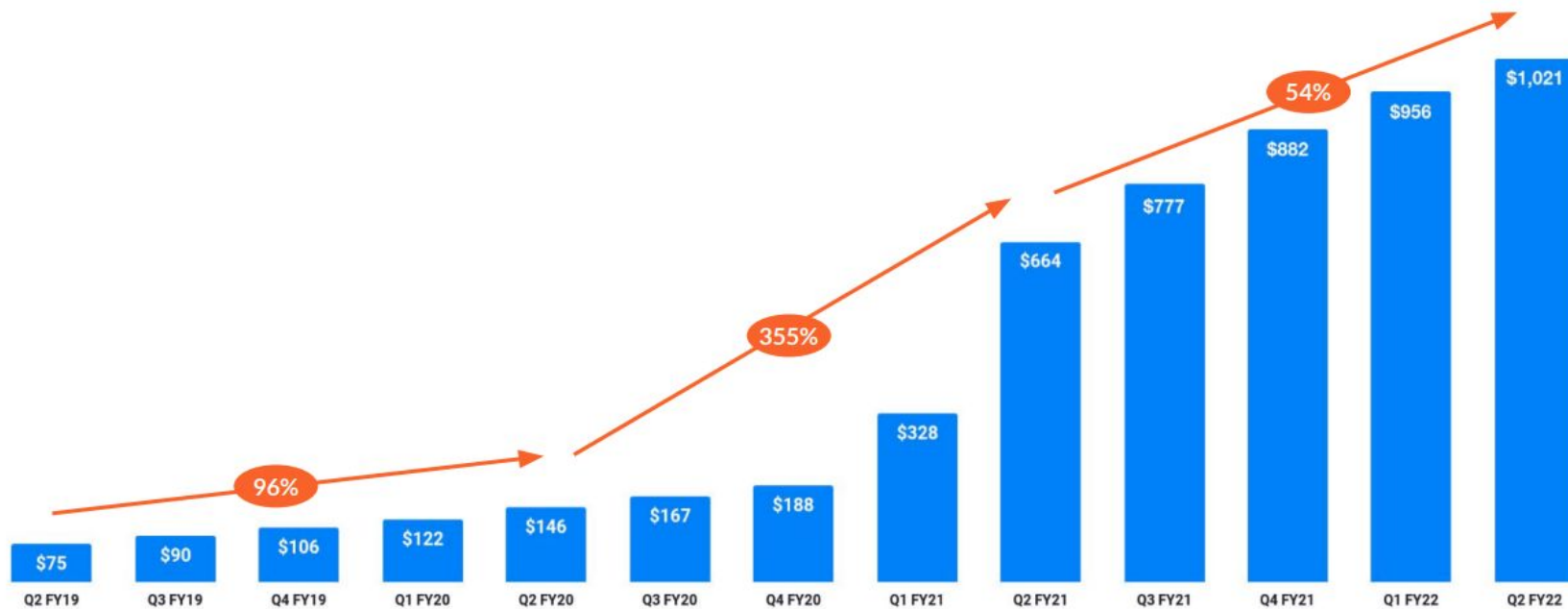
Meetings, Phone & Chat bundle

Includes all the phone features of Zoom United Pro

Unlimited calling US & Canada

Optional add-on: unlimited calling in up to 18 other countries

# Strong revenue growth (in millions)



# Gartner magic quadrants

## Meetings MQ



## UCaaS MQ (Unified Communications as a Service)





# Zoom Video-First Unified Communications Platform

# Zoom Boom





December 2019

**10 million  
daily meeting participants**

# February 26, 2020

The growing epidemic has broadened my view on what it means to be a video communications technology provider in times of need. I know many organizations are grappling with how to maintain business continuity and keep employees engaged amid the threat of the virus, and I'm compelled to help anyone who needs it.

It's my responsibility as Zoom's CEO — and Zoom's unique responsibility as a company — to do everything in our power to support those impacted by the coronavirus outbreak by committing our reliable technology, expanded access, and agile customer service.

## Zoom's Commitment to User Support & Business Continuity During the Coronavirus Outbreak

FEBRUARY 26, 2020 BY [ERIC S. YUAN](#)



# zoom blog

We created Zoom nearly 10 years ago to build a better video communications platform and simplify how people communicate. Foundational to that goal was establishing a company that actively demonstrates genuine care for every user. That's why Care is one of Zoom's core company values. The word is displayed prominently across the walls of every Zoom office, on our internal Digital Signage, and on our [About Zoom](#) webpage.

We believe every business has the social responsibility to contribute back to the community and to society, and it's critically important during times of crisis.

With this tenet in mind, Zoom is doing everything we can to provide resources and support to those navigating the coronavirus outbreak, including:

- For our Basic (free) users in China, we've lifted the 40-minute limit on meetings with more than two participants, providing unlimited time to collaborate.
- We're proactively monitoring servers to ensure maximum reliability amid any capacity increases, as uptime is paramount.
- We're scheduling informational sessions and on-demand resources so anyone can learn how to use the Zoom platform with ease — and at their convenience.

# March 11, 2020

Breaking News: World Health Organization declares new coronavirus outbreak a pandemic



## WHO declares coronavirus disease a global pandemic

The World Health Organization declared Wednesday that COVID-19 is officially a pandemic.

[Developing details »](#)

78 people reacting

# March 24, 2020



April 2020

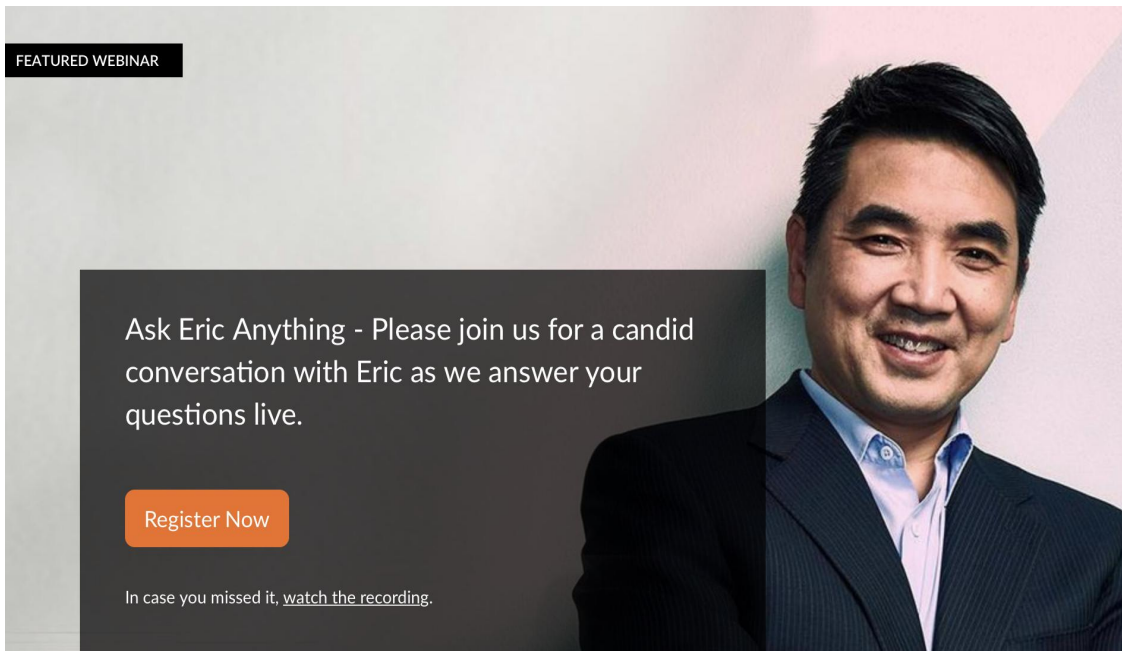
**300 million  
daily meeting participants**

# Security

April 1, 2020

# 90-Day Security Plan

- Security & Privacy improvements
- Ask Eric Webinar
- CISO Council
- Education



FEATURED WEBINAR

Ask Eric Anything - Please join us for a candid conversation with Eric as we answer your questions live.

[Register Now](#)

In case you missed it, [watch the recording](#).

Weekly - Wednesday @ 2:00 PM EST

# Key lessons from last year



**The security of the platform is critical and a continued focus**



**Security features must be intuitive, easy to use and pre-set**



**Privacy is every bit as important**

# What Are We Doing to Keep Zoom Safe?

We have implemented various measures to keep Zoom vibrant and free from harm.



Content moderation. We accept and investigate user reports of abuse on our platform.



Our [Community Standards](#), which govern conduct and content on the Zoom platform.



We evaluate and respond to [government and law enforcement requests](#).



A tiered review system to ensure each reported case receives the proper care and attention that it requires.



A wide range of [features](#) users can enable and customize to help combat meeting disruptions.



Read about Zoom's approach to [academic freedom](#).





### Verify Security Code

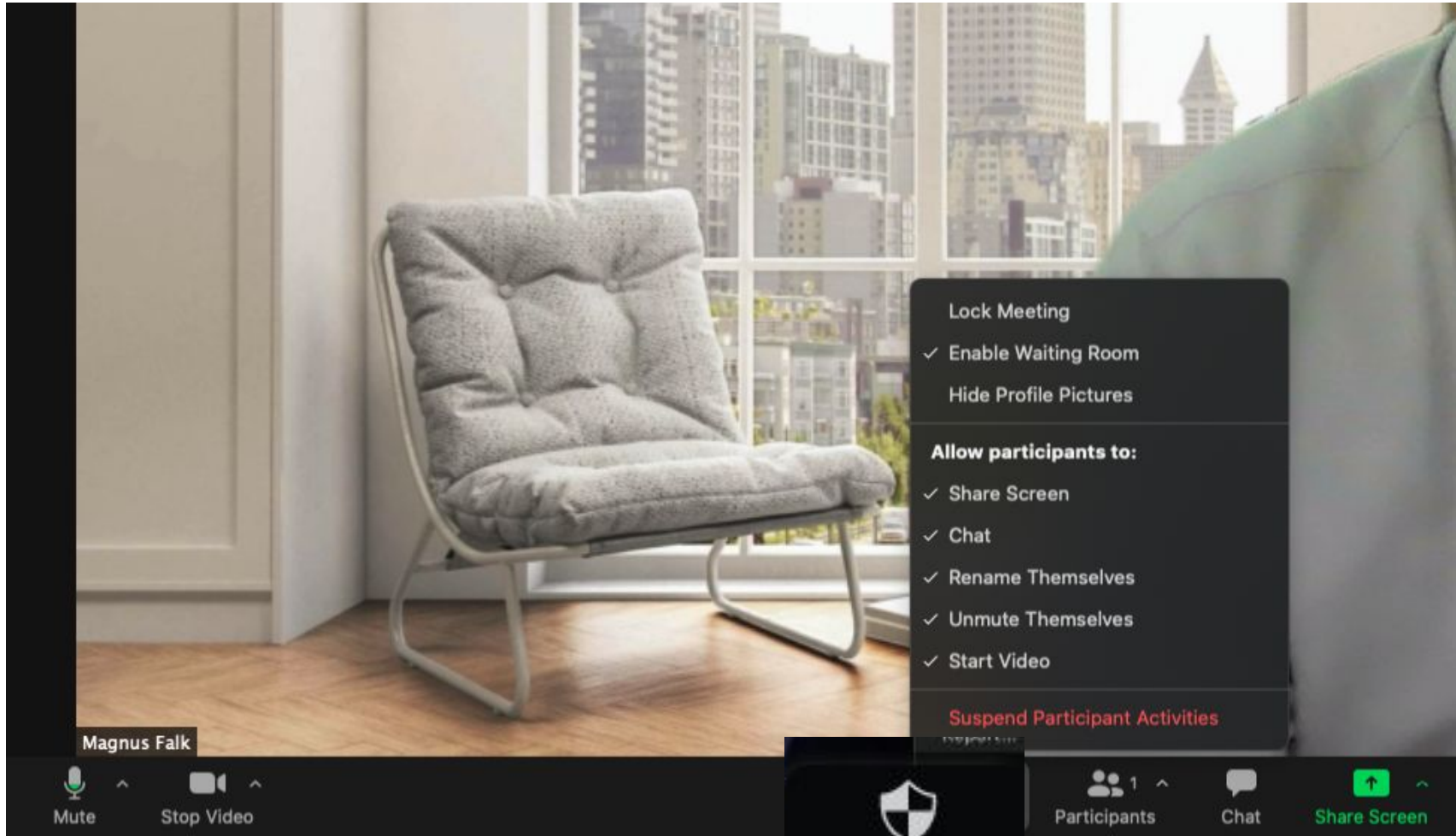
If these numbers are the same on everyone's screen, then this meeting is end-to-end encrypted.

87221 52882 27158 27158

19373 40183 31482 12980

< Back





- Lock Meeting
- ✓ Enable Waiting Room
- Hide Profile Pictures
- Allow participants to:**
- ✓ Share Screen
- ✓ Chat
- ✓ Rename Themselves
- ✓ Unmute Themselves
- ✓ Start Video
- Suspend Participant Activities

Magnus Falk

Mute Stop Video

Security

Participants 1 Chat Share Screen

# Zoom and the EECC

**The security objectives  
of the EEC and Zoom  
are aligned**

# The right information to the right people at the right time



Zoom Meetings <sup>?</sup>	Operational
Zoom Video Webinars <sup>?</sup>	Operational
Zoom Phone	Operational
Zoom Chat <sup>?</sup>	Operational
Zoom Website	Operational
Conference Room Connector	Operational
Cloud Recording	Operational
Meeting Telephony Services <sup>?</sup>	Degraded Performance

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## Putting Patients First: How Health Organizations are Approaching a Hybrid Future

HEALTHCARE, THOUGHT LEADERSHIP, ZOOMTOPIA

Ron Emerson  
October 6, 2021 · 6 min read

[Read article](#)

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Shane Springer  
October 5, 2021 · 4 min read

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October 4, 2021 · 3 min read

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### Zoom: What's Next

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# Security Bulletin



Severity All ▾

CVE All ▾

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## Security Bulletin

	ZSB	Date	Title	Severity	CVE (if applicable)
+	ZSB-21012	09/30/2021	Remote Code Execution against On-Prem Images via webportal	Medium	CVE-2021-34416
+	ZSB-21011	09/30/2021	ZC crash using a PDU which causes many allocations	High	CVE-2021-34415
+	ZSB-21010	09/30/2021	Remote Code Execution against Meeting Connector server via webportal network proxy configuration	Medium	CVE-2021-34414
+	ZSB-21009	09/30/2021	Zoom MacOS Outlook Plugin Installer Local Privilege Escalation	Low	CVE-2021-34413
+	ZSB-21008	09/30/2021	Zoom for Windows Installer Local Privilege Escalation	Medium	CVE-2021-34412
+	ZSB-21007	09/30/2021	Zoom Rooms Installer Local Privilege Escalation	Medium	CVE-2021-34411
+	ZSB-21006	09/30/2021	Zoom Plugin for Microsoft Outlook (MacOS) Installer Root App Privilege Escalation	Medium	CVE-2021-34410

# My thoughts



**Build on the SaaS  
requirement to  
communicate with  
customers**



# Consume that data as a regulator

**If the data is not rich  
enough, apply standards  
to improve it**



# Thank You

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