

# Webex - Pro Pack for Control Hub

Currently this is an additional charge per user.

Coming in Q4 2023 possibly Q1 of 2024 - this will be available with all Standard and Premium Webex licenses.

Pro Pack for Control Hub add-on service provides your administrators, information security professionals, and compliance officers with advanced functionality in security, compliance, and analytics that can integrate with your software.

## Security

End-to-end encryption is standard for all Webex App customers. But, if you're in a highly regulated industry, Pro Pack features allow you to further control data security and retrieval. The advanced security in Pro Pack provides you with the following customer-controlled security options:

- Hybrid Data Security—Manage your encryption keys, decryption keys, and other security services in your own secure on-premises datacenter. For more information, see [Hybrid Data Security](#).
- Custom Security Settings for the Webex App App
  - Block External Communication—To secure your organization's data and prevent data being shared outside of your organization, you can control whether people can communicate in spaces with anyone outside of your organization. For more information, see [Block External Users in Webex Spaces for Your Organization](#).
  - PIN lock enforcement—To ensure that content is secure on mobile devices, you can set up a PIN lock. After PIN lock has been enabled, people can only use Webex App on mobiles with PINs or lock screens. For more information, see [Set Up Security for Mobile Devices](#).
  - Revoke access—When people lose their mobile phone, or somebody leaves your organization, you can remotely revoke their access and wipe any cached Webex App content from their mobile phones. For more information, see [Revoke a User's Access to Webex](#).
  - File Share Controls—You can control how people share files in Webex App. If you want to prevent data loss, eliminate malware concerns, and apply policy controls on Webex App, you can restrict users from downloading, previewing and uploading files to Webex App. For more information, see [Prevent People Sharing Files](#)

## Compliance

There are a variety of compliance capabilities in both the Standard and Pro Pack offers. Both offers enable your company to comply with corporate data policies, support legal requirements for data extraction, and provide an added layer of data security. You can integrate this added layer of security with your enterprise Data Loss Prevention (DLP) and archival systems.

- eDiscovery search and extraction tool—While standard Webex App customers have access to only 90 days of content, Pro Pack customers can access unlimited data within Webex App spaces. Use email addresses, space IDs, keywords, and specific time limits to narrow the search. For more information, see [Ensure Regulatory Compliance of Webex App Content](#).
- Events API for DLP and Archival—Whether you're a standard customer or a Pro Pack customer, you can use the Events API to integrate with your existing Data Loss Prevention (DLP) software. You can even check for policy violations and take action to resolve any issues. However, if you're a Pro Pack customer, you can monitor events that occurred more than 90 days ago. Events include posting messages, files, and adding users to spaces. You can also use the Events API to integrate with your existing archiving software to archive an unlimited amount of Webex App data.

For more information, see [Webex App integration with archiving and DLP solutions](#) and <https://developer.webex.com>.

- Real-time file DLP—With ProPack, the Compliance Officer and DLP system have access to real-time file DLP inspection and mitigation.

Real-time file DLP is proactive in sending webhooks and allowing the DLP system to scan the file before it can be accessed by anyone in a space.

- Flexible Retention policy—If you're a Pro Pack customer, you can set retention times for content that is created and shared by people in Webex App to align with your organization's policies. Any data older than the retention time is removed and irretrievable.

For more information, see [Set the Retention Policy for Your Organization](#).

- Legal Hold—If you're a Pro Pack customer, you can use legal hold to ensure that information needed during a litigation is not deleted by your retention policy.

For more information, see [Manage Compliance Data with Legal Hold](#).

## Analytics

You can use the analytics in Pro Pack to gain greater visibility and provide detailed insight into data for user adoption and usage. You can view up to 13 months of data and drill down into that data. This data view can reveal how you can best focus on user adoption, optimizing resources, and understanding trends in the business.

For more information, see [Analytics for Your Cloud Collaboration Portfolio](#) and [Use Classic Meetings Reports](#).

## Difference Between Standard and Pro Pack Services

	Standard	Pro Pack
<b>Security</b>		
Hybrid Data Security on-premises key management		Yes
Custom security settings		Yes
<b>Compliance</b>		
eDiscovery search and extraction tool	90 days of data available	Unlimited data available
Events API	90 days of data available	Unlimited data available
Retention policy	Unlimited data stored	Flexible retention policy
Legal Hold		Yes
<b>Analytics</b>		
Reports	90 days of data available	Up to 13 months of data available
Report with drill-down and discovery	Yes	Yes More detailed drill-down available for participants.
Real-time meeting diagnostics	Yes	Yes

### Further Information

Pro Pack for Control Hub is an add-on available with certain plans. For more information, contact your Cisco partner or review the [Cisco Collaboration Flex Plan Ordering Guide](#).