

Case study | Banking Association of Georgia

# Modernizing the Georgian banking sector with Open Banking

The Banking Association of Georgia (GBA) partnered with Sectigo to help establish a unified Open Banking framework across Georgia's banking sector.

By deploying PSD2-compliant Qualified Website Authentication Certificates (QWACs) and Qualified Electronic Seals (QSealCs), GBA enabled all 14 member banking institutions to meet the required standards and support secure, trusted digital banking.

## The challenge

**Building a unified Open Banking framework for a non-EU market.**

Established in 2018, the Banking Association of Georgia represents 14 banking institutions. In 2020, GBA began working toward Open Banking across the Georgian banking sector, with the aim of enabling Georgian banks to engage in international business with both EU and non-EU countries.

Georgia adopted the European Union's PSD2 framework with very limited changes. Qualified certificates were therefore essential to ensure compatibility with the standard and provide the highest level of assurance for website authentication and electronic seals.

As a non-EU country, however, GBA faced challenges around the applicable ETSI TS 119 495 requirements and the technical implementation of a qualified certificate scheme. GBA approached a number of certificate authorities before finding a partner able to work through the technical and regulatory complexity with them.

## The solution

### **A collaborative implementation designed for the Georgian banking network.**

Sectigo worked closely with GBA to implement PSD2-compliant qualified certificates and electronic seals for the Georgian banking sector.

The implementation included automated test cases, close communication between the technical teams and proactive resolution of issues as they arose. Sectigo's implementation frameworks helped streamline the rollout across the member banks and establish a more standardized process.

### **Qualified certificates for Open Banking**

Qualified Website Authentication Certificates (QWACs) provide strong assurance around the identity of websites and secure communication between parties within the Open Banking ecosystem.

Qualified Electronic Seals (QSealCs) provide assurance around the authenticity and integrity of electronic transactions and documents, supporting trusted digital interactions.

### **A close technical partnership**

GBA remained the key point of contact between Sectigo and its member banks, supporting communication, escalation and validation where required. The implementation involved multiple departments and technical teams, with Sectigo's back-office and technical teams working alongside GBA to resolve issues and improve the process.

**"With Sectigo we found a partner that, like us, wouldn't give up easily. Despite the unknowns, they were able to implement qualified certificates and seals in a relatively short time."**

**Mikheil Kapanadze**, *Banking Association of Georgia*

## Results and impact

### From a complex first implementation to a faster, more predictable certificate experience

The partnership has evolved from a complex initial implementation into a more streamlined and predictable certificate process. Today, all 14 member banking institutions, including the National Bank of Georgia, are operational with the required certificates.

### Four-day certificate turnaround

One recent example demonstrates the improvement in the certificate experience. For one commercial bank, company validation and certificate issuance were completed in just four days.



**"Now the customers are really happy. We had one of the commercial banks where the certificate was issued in four days and the CTO could not believe that. He was calling me asking, 'Is this really the updated certificate that I have ready for download from the Certical portal?' It took four days to do the company validation and also certificate issuance."**

**Inga Karchava**, *Banking Association of Georgia*

## Key benefits

- All 14 member banking institutions operational with the required qualified certificates.
- A standardized process for deploying qualified certificates and electronic seals.
- Improved security and stability for Open Banking services.
- Reduced operational friction and less day-to-day involvement required from GBA.
- A process that can adapt as standards and requirements evolve.
- A strong foundation for Georgia's position as a regional leader in Open Banking.

## A foundation for continued innovation

The partnership has helped GBA establish a repeatable model for supporting qualified certificate deployment across Georgia's banking sector. The experience has also positioned Georgia as an example for neighbouring markets exploring similar approaches to Open Banking.

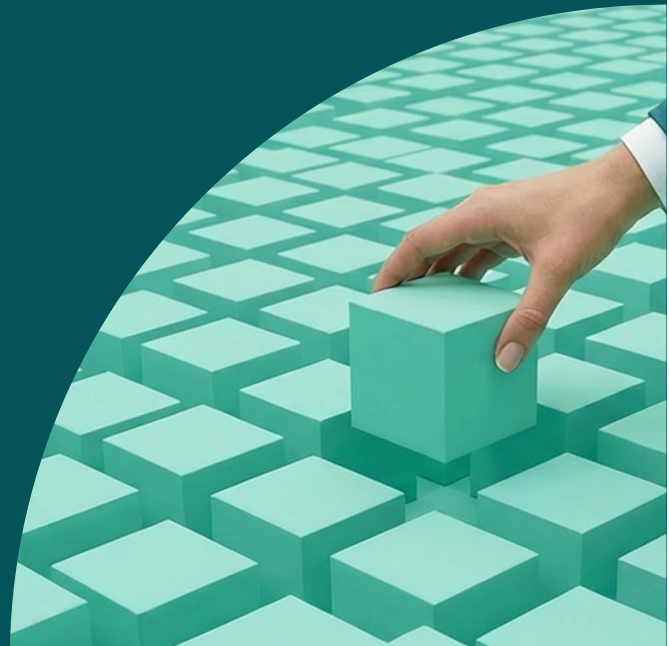
GBA continues to act as an important intermediary between member banks and Sectigo, helping to coordinate requirements, resolve issues and support the continued evolution of the service.

**"We have banks from Armenia and Azerbaijan contacting us and asking how we have implemented Open Banking and how we are managing it."**

**Alexander Dzeladze**, *Banking Association of Georgia*

## About the Banking Association of Georgia

The Banking Association of Georgia brings together 14 banking institutions and supports the development of the Georgian banking sector, including initiatives designed to strengthen digital banking, security and alignment with international standards.



## About Sectigo

Sectigo is a leading provider of Certificate Lifecycle Management (CLM), helping organizations secure human and machine identities while reducing the hidden risks of modern digital trust. As certificate volumes grow and lifespans shrink, unmanaged certificates are becoming a source of outages, compliance exposure, and operational disruption. Sectigo uses Orchestrated Automation to deliver Simplicity at Scale through its cloud-native CLM platform, bringing visibility, control, and lifecycle management together across complex environments. With more than 700,000 customers, including 65% of the Fortune 500, Sectigo is one of the largest and longest-standing certificate authorities, with over 20 years of delivering unparalleled digital trust.

For more information, visit [www.sectigo.com](https://www.sectigo.com) or follow us on [LinkedIn](#).