

CASE STUDY

Trusted Digital Payments



Challenge

Worldline, the European leader in the payment and transactional services industry, was looking to simplify the process of their certificate lifecycle management, in order to increase the level of security and reduce the costs and time involved.



Solution

Sectigo helped Worldline fully automate the lifecycle of their digital certificates with Sectigo Certificate Manager, reducing the risk of human error and expired certificates.

The need for a simplified certificate lifecycle management solution

Worldline is a French multinational payment services company founded in 1974. It is the European leader in the payment and transactional services industry and #4 player worldwide with over 20,000 employees in more than 50 countries. Worldline uses over 3,000 public certificates to secure communications and authenticate users.

For a company of this size it becomes crucial to align and automate processes. Prior to choosing Sectigo, Worldline found that generating private keys, ordering and installing certificates, and then monitoring them was proving too labour intensive. In addition, it increased the risk of expired certificates.

When the maximum certificate validity period was further decreased in September 2020, and with future reductions a strong possibility, Worldline set out to streamline and automate their certificate lifecycle management.

Worldline were particularly keen to:

- Simplify the process of managing their 3,000+ certificates
- Improve their security by reducing the risk of human error
- Limit the risk of expired certificates
- Use only one tool for the complete certificate lifecycle management process

“We started by automating the certificate installation, but quickly realised this wasn’t enough. We wanted to automate the entire lifecycle of the certificate: generating private keys, ordering and installing certificates.” explains Julien Mirgot, Technical Leader, Competence Center Application Protection at Worldline. “The aim was to do this in a few seconds.”

Crypto-agility means certificates can be updated at short notice

With a look into the future, Worldline wanted to be able to become crypto-agile, meaning they could replace, renew and update their certificates at short notice quickly and easily. A change in compliance or security updates can often lead to a requirement to turn around certificates with little time. With a comprehensive certificate lifecycle management solution like Sectigo Certificate Manager, Worldline is set up to renew large numbers of certificates within minutes instead of days.

As a leader in the payment industry, security has always been at the forefront of everything Worldline sets out to do. By eliminating human input, Worldline was able to

standardise and optimise the whole process of securing their payment and transaction services. In addition, industry specific standards like PCI DSS enforce a level of security across the certificate portfolio.

In the case of Worldline, certificate lifecycle management helped decrease the labour effort to something that mostly runs automated in the background, and only requires occasional check-ups and human input. This reduces time spent on managing certificates along the whole certificate lifecycle chain.



The whole chain of certificate lifecycle management, from generating private keys, ordering and installing certificates to checking expiry dates, etc. used to take 2.5 – 3 hours per certificate operation. And the result now? A few seconds!”

But not only did Worldline reduce the time of the certificate lifecycle from up to 3 hours to mere seconds, they also reduced the risk of missing a renewal.

This dramatically helped improve safety standards. No more risk of certificate expiry and resulting consequences. No more temporary holiday or sickness covers required, and most importantly, no more risk of downtime of public critical infrastructure that can lead to loss of customer trust and brand value.

Automation is future-proofing the control and governance of certificate management

The automation of processes via the Automatic Certificate Management Environment (ACME) protocol allows Worldline to be agile in any future scenarios: They have implemented code that, should the need arise, can be adapted to new circumstances, and would allow Worldline to replace all or large parts of their certificate portfolio in minutes or hours, instead of weeks. The ACME service allows Worldline to govern and control the management of certificates in a future-proof and proactive way.

About Sectigo

Sectigo is the leading provider of digital certificates and automated Certificate Lifecycle Management (CLM) solutions trusted by the world's largest brands. Its cloud-based universal CLM platform issues and manages the lifecycles of digital certificates issued by Sectigo and other Certificate Authorities (CAs) to secure every human and machine identity across the enterprise. With over 20 years of experience establishing digital trust, Sectigo is one of the longest-standing and largest CAs with more than 700,000 customers, including 40% of the Fortune 1000. For more information, visit www.sectigo.com.

While it wasn't initially their main goal, the centralized overview and insight that Sectigo Certificate Manager offers also provides a great advantage. The Worldline team is now able to monitor and keep track of their whole certificate portfolio from one central platform.

Julien Mirgot praises the partnership that Worldline and Sectigo have built:



The Sectigo team showed a high level of proactivity, both in terms of support and in the development of new functionalities. Our relationship isn't just a supplier relationship, but a true partnership!"