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Case Study: Aviva

Largest Insurer in the United Kingdom Uses Sectigo for Certificate Lifecycle Management

Digital Certificates Help Keep Online Experiences Secure

With the explosion of the world wide web and Internet technology, collaboration and sharing of information both inside the walls of organizations and outside are being conducted at rapid rates. This leads to more and more opportunities for cyber theft, malware and corporate sabotage. In order to have these online transactions conducted securely, digital certificates are used to authenticate the identity of a website and encrypt information that is sent back and forth over the server. The numbers of certificates used by organizations vary, from a single digit number to tens of thousands of certificates,—all of these certificates need to be managed to keep track of when the expiration and renewal dates. The Sectigo Certificate Manager (SCM) is the optimum solution for the management and deployment of digital certificates.

About Aviva

Aviva provides approximately 31 million customers worldwide with insurance, savings and investment products. Aviva is the UK's largest insurer and one of Europe's leading providers of life and general insurance. Aviva combines life insurance, general insurance and asset management businesses under one powerful brand. The company is committed to serving its customers well in order to build a stronger, sustainable business, which makes a positive contribution to society, and for which its employees are proud to work.

What Does Aviva Say About Using Sectigo Certificate Manager:

"We need to put a certificate management solution in place that would significantly streamline the process of ordering, managing, and understanding which digital certificates were expiring — and Sectigo Certificate Manager was the perfect security solution for us," said Andrew Rust, Technical Authority, Aviva. "SCM gives us proactive updates regarding any changes in the SSL landscape including security issues and alerts, and ensures no unexpected certificate expiration. All of these features within SCM allow for our organization's dependence on IT to remain secure."

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Challenge:

As the Aviva organization added more clients and continued to grow, the organization outgrew its IT infrastructure and needed to add more network and IT capabilities, specifically when it came to the management process around its digital certificates. Aviva no longer had a single location or management system for all of its certificates, thus experiencing higher costs associated with individualized certificates delay in certificate signing request turn-around times for the issuance of new SSL certificates. Aviva was in need of a new management solution for its certificates.

Solution:

Through a formal RFP process, Aviva selected the Sectigo Certificate Manager (SCM) solution as its best of breed solution. For the past two years, SCM has been able to deliver a single management system with the ability for Aviva to set permissions and multiple user accounts—allowing for various departments to have full control of their certificate process. The SCM Intuitive Management System allows Aviva for a fast turn-around of SSL and EV certificates from generation of the certificate signing request through to issue, as well as dedicated account management support.

Benefits of Sectigo Certificate Manager:

- Flexible and reliable system for digital certificate issuance and lifecycle management

- Automates and centralizes the management of cryptographic keys

- Configurable email alerts to receive notifications about certificate requests and upcoming expiration notices

- Auto Discovery feature imports all existing and future SSL certificates (even for different vendors) on company websites and internal networks

- Ensures no unexpected certificate expiration via a detailed notification processes

- Streamlines lifecycle administration with rapid enrollment, approval, issuance, revocation and renewal of all SSL certificates from any CA

- Expert technical assistance

- Cloud-based solutions for ease of use and management

- Real time status checking

- Same day expiration reissuance

- Qualified enterprises can become sub-CAs, allowing for the issuance of certificates directly to their clients

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