# Case Study: Medecision

Medecision's mission is to lead the digital transformation of healthcare through consumer engagement solutions that help health plans and care delivery organizations manage and serve their members, patients, and caregivers. The company helps its clients by providing an integrated health solution with a suite of engagement and workflow solutions, as well as professional services.

**Certificate Management Became a Risk**

Medecision, which provides a cloud-based solution with direct broadband connections to each of its more than 85 clients, depends on being always-on with high uptime. The Medecision IT team relies on hundreds of TLS certificates to secure these connections with its customers. However, managing large numbers of certificates in a spreadsheet had become unwieldy and prone to error, risking outages that would be costly in terms of both client service quality and penalties for diminished service levels. Therefore, the organization needed an automated cloud-based solution to avoid such outages.

"The problem was big. There was constantly the risk that an unexpected certificate expiration would result in unscheduled downtime for any one of our clients," said Catherine Ward, Director of Infrastructure and Operations. "Not only is any amount of downtime unacceptable in terms of inhibiting our customers' ability provide healthcare services, but Medecision could also face strict SLA penalties if we went down."

Additionally, the team was concerned about the security exposure caused by unknown certificates running in its environment. "We were not effectively able to be aware of all of our certificates, let alone renew them in a timely manner," Ward observed.

## Industry

SaaS technology for healthcare providers

## Challenge

Medecision had no way to know what certificates were in use until problems occurred. Lack of visibility and manual certificate management brought on stress and the risk of unexpected certificate outages.

## Solution

Certificate lifecycle management from Sectigo greatly reduced the risk of costly outages with discovery, visibility, and automatic provisioning of TLS/SSL certificates.

## Sectigo Products

Sectigo Certificate Manager

Sectigo public and private TLS/SSL certificates

## Compliance Requirements Contributed to Increasing Stress Levels

The Medecision IT team found itself scrambling to maintain systems for its many clients and across multiple business units. It needed to find ways for teams to work more efficiently and effectively.

The team created internal countdown notifications of impending certificate expirations. David Lundy, Vice President, Client Success, owned those countdowns. "The manual coordination of these email notices was fraught with risk and created anxiety internally," he said. "Everyone was stressed."

The notifications increased in frequency as Medecision upped its security posture by moving to one-year terms for all TLS certificates, both public and private. "This more frequent renewal cycle provided compliance readiness for HIPAA/HITRUST, but it also increased the pressure on the team to avoid unexpected certificate expirations," explained Lundy.

Manual certificate management was taking its toll. Ward said, "For a while, we had developed a nervous twitch, wondering if something unexpected was going to happen—whether it was an unknown certificate becoming a problem or the process of managing expirations with spreadsheets breaking down."

"My frantic emails about expiring certificates are no longer necessary."

- David Lundy, Vice President, Client Success at Medecision

## Sectigo Certificate Manager Improves Customer Satisfaction and Compliance with Better Visibility and Efficiency

Realizing it a needed an automated certificate management solution, Medecision turned to Sectigo. The company piloted the Sectigo Certificate Manager platform to help identify all of its certificates, ensure compliance, and provide a high level of confidence for the Medecision team.

The initial proof of concept using Sectigo Certificate Manager confirmed concerns about rogue certificates in Medecision's environment. Ward explained, "We found certificates on servers that we didn't know were there, which could have created issues. We wouldn't have even known to look at those servers. Even though I had people telling me 'No that has to be wrong,' it was correct every time."

The team discovered non-compliant certificates as well. Ward continued, "We found a lot of certificates in the wild that could have been problematic, like certificates that didn't match server names, or multiple certs on the same server when there should have been just one."

Using Sectigo Certificate Manager, Medecision is now able to automate certificate discovery. According to Ward, "We configured the system to scan the environment daily

so that any new or misconfigured certificates were identified and brought under management right away. Even though we initially received a lot of notifications while we figured out what we had in the wild, the process instilled confidence."

Certificate Manager also provides automatic alerts of certificates requiring renewal, which gives the team assurance that its client operations are running smoothly. "We get the daily reminders, and I put all of my team on those reminders. The minute we stop getting these, we know we fixed them," Ward said.

Sectigo Certificate Manager has removed the threat of certificate-based outages as none have occurred since going live. Medecision Senior Vice President and Chief Information Officer Brett Lansing explains, "In simple terms, since we've implemented Sectigo Certificate Manager, we haven't had any surprises or unscheduled downtime that would impact our clients due to certificate expirations."

Medecision is now in a proactive position with its customers, as opposed to being reactive. "We've seen a positive impact on our customer satisfaction. We no longer have to ask clients to deal with problems. We can work together to get these things mitigated with no disruption to their production environment," observed Lundy.

## Automation Made Deployment Fast and Easy

Deployment was fast and easy for the hundreds of certificates Medecision currently has under management.

The launch of Sectigo Certificate Manager took just eight weeks from initial proof of concept design to being fully live. Ward feels that the initial pilot was very successful. "We loved it," she said. "We stood it up within a week, and it was functioning and turning results within the following week. The Sectigo team has been more than helpful. Their support team is unmatched, responding to requests immediately."

The IT team is able now work more efficiently and effectively, freeing up time and focus for more strategic projects to make the organization more successful and ultimately drive revenue. Or as Ward concludes, "Sectigo gave us peace of mind. Our whole organization breathes easier because there's a proactive stance in place. We are able to put our focus on other revenue-generating opportunities versus constantly looking in the rearview mirror."