

A Global Law Firm Eliminates Application Outages, Boosts Efficiency, and Improves Security Posture with Certificate Lifecycle Automation from AppViewX CERT+

About the Customer

As a full-service law firm with nearly 700 attorneys practicing across the United States and in London and Shanghai, this firm offers an extensive range of legal services across numerous industries. Their core areas of practice include commercial finance, financial markets and funds, intellectual property, structured finance and securitization, transactional tax planning, and private wealth. Their clients are a wide range of public and private companies, including a third of the Fortune 100, as well as several government and non-profit organizations and individuals.

The Challenges

- **Manual Inefficiencies:** Before implementing AppViewX CERT+, the customer managed their certificates with manual processes. Managing a large volume of private and public trust certificates manually had grown highly complex, error-prone, and inefficient. This not only impacted the productivity of their operational teams but also increased the likelihood of human errors, misconfigurations, and vulnerabilities.
- **Security Blindspots:** As there was no centralized system for managing certificates, security teams lacked complete visibility of the certificates in their infrastructure. This led to unmanaged, rogue, and weak certificates creating security risks.
- **Application Outages:** The lack of automation and critical functionality, such as expiration notifications and alerting, made certificate renewals challenging, leading to unforeseen outages and downtime.
- **Compliance Violations:** The lack of well-defined certificate policies and governance made it difficult for security teams to regulate access or enforce certificate management best practices. This led to unauthorized or rogue certificate issuance, discrepancies, and, more importantly, compliance issues.

Solution Criteria

After evaluating their existing manual processes for managing certificates and understanding the challenges they were facing, the customer decided to look for a comprehensive certificate lifecycle management solution, aiming to fulfill the following key objectives:

- **Certificate Lifecycle Automation and Efficiency:** Streamline and automate all aspects of certificate lifecycle management to eliminate repetitive tasks, reduce manual effort, and improve operational efficiency.

Selecting AppViewX CERT+ for Simplifying and Streamlining Certificate Lifecycle Management

After evaluating a handful of CLM vendors in the market, the customer engaged with AppViewX in a proof-of-concept trial. The feature-rich product offering, advanced automation capabilities, custom automation workflows, and SaaS deployment model powered by AWS - all bundled into a single solution were the decisive factors for the customer in selecting AppViewX CERT+ as the best fit for its enterprise security needs.

About AppViewX CERT+

AppViewX CERT+ is a next-generation automated certificate lifecycle management (CLM) solution that simplifies certificate management. It combines the best of visibility, automation, and control to address both the operational and security challenges of certificate lifecycle management to, in turn, help organizations prevent application outages and security breaches related to expired, weak, or misconfigured certificates.

Here are some of the compelling reasons why the customer chose AppViewX CERT+ over competitors:

- **Superior Automation and Orchestration:** AppViewX CERT+ offered advanced automation and orchestration capabilities that helped the customer streamline and automate their complex certificate lifecycle management processes, such as provisioning, renewal, and revocation. Automation helped not only increase their operational efficiency but also reduce the risk of human error significantly.
- **Centralized Visibility:** AppViewX CERT+ provided centralized visibility and control over their entire certificate infrastructure. Its intuitive dashboard allowed the customer to monitor certificate usage, track expirations, and identify potential security vulnerabilities in time, eliminating outages and security risks. Granular visibility and centralized control proved invaluable for maintaining a secure and compliant environment.
- **Centralized Visibility and Control:** Achieve centralized visibility and control of the entire certificate inventory across diverse environments, including on-premises and the cloud. Gain insights into the full certificate landscape including usage, locations, expirations, and compliance status for better decision-making and risk management.
- **Risk Reduction and Compliance:** Identify and remediate certificate misconfigurations, expirations, and other vulnerabilities to mitigate the risk of security incidents. Enforce certificate management best practices to standardize processes and ensure compliance.

- **Policy Control and Governance:** AppViewX CERT+ allowed the customer to define and enforce various business-specific policies across the enterprise to control certificate issuance, crypto-standards, validity, trust levels, and access privileges, eliminating the existence of rogue, unknown, and non-compliant certificates. Clear policies helped teams adhere to recommended certificate management practices, which, in turn, helped ensure compliance.
- **AWS SaaS Deployment Model:** The SaaS deployment model powered by AWS offered the customer the flexibility and convenience of accessing AppViewX CERT+ from anywhere, without the need for extensive infrastructure setup or maintenance. This streamlined their adoption process and ensured rapid deployment. Additionally, the AWS infrastructure provided security assurances beyond deployment models of other CLM vendors.

Overall, the combination of AppViewX's superior automation capabilities, comprehensive visibility, scalability, seamless integration, and proactive support have helped the customer manage their digital certificates effectively and strengthen their enterprise security posture.

The Result

The customer has been using AppViewX CERT+ for over two years now, with great results. It is predominantly used by the Information Security team for managing certificates. AppViewX CERT+ has proven to be an effective solution for meeting all their CLM needs and streamlining the entire process. Since the implementation of AppViewX CERT+, the customer has seen a remarkable reduction in certificate-related outages, security incidents and an increase in the operational efficiency.

Here are some of the AppViewX CERT+ features that the customer highlights, which have helped improve their process, efficiency, and uptime significantly:

- **CLM Automation**
- **Holistic Visibility and Centralized Control**
- **Alerting**

- **CLM Automation:** End-to-end certificate lifecycle automation has helped simplify and streamline certificate processes, from issuance and provisioning to renewal and revocation.

Automated workflows have reduced administrative burden, saving the Information Security team substantial time previously spent on repetitive and mundane manual tasks, allowing them to focus on important strategic initiatives. Automating CLM has also removed the need for human intervention in monitoring and renewing expiring certificates. This has eliminated misconfigurations and human errors, preventing application outages and improving the overall security posture.

- **Holistic Visibility and Centralized Control:** AppViewX CERT+ built a central inventory of all the certificates in the customer's infrastructure along with details, such as the chain of trust, certificate location, owner, expiry date, associated application, etc. The single-pane-of-glass visibility helped security teams take full control of their certificates, monitor them for expiry or vulnerabilities, and prevent outages and security issues.
- **Alerting:** AppViewX CERT+ offered built-in custom alerts for impending certificate expirations. The customer implemented automated alerts at 90, 60, 30, and 15 days prior to expiration, ensuring prompt certificate renewals and averting potential downtime. This has, in turn, improved the reliability and availability of critical systems and services.

Overall, AppViewX CERT+ has proven to be an essential solution for managing certificate lifecycles effectively in the customer's environment. The powerful combination of holistic visibility, custom workflow-driven automation, and robust policy control has significantly enhanced their operational efficiency, ensuring consistent uptime and streamlined processes.

Security Simplified with AppViewX

AppViewX is trusted by the world's leading global organizations to ensure application availability, security and compliance with centralized visibility and control of public key infrastructure (PKI) and application delivery services across complex hybrid multi-cloud environments. The AppViewX Platform enables self-service automation and orchestration for NetOps, DevOps, SecOps and application teams to quickly and easily translate business requirements into automation workflows that improve agility, harden security, enforce compliance, eliminate errors, and reduce cost.

Make visibility the cornerstone of your protection mechanism.

<https://www.appviewx.com/live-demo/>

