

Agricultural Financial Services Company Improves Efficiency and Security with Certificate Lifecycle Automation from AppViewX

About the Customer

One of the largest rural lenders in the United States, the financial services company offers credit services to the agricultural industry - including short, intermediate and long-term loans, equipment and building leases, life and crop insurance, accounting and tax services, and appraisal services. It also specializes in residential and country home loans, and provides lending products for the purchase, improvement, construction or refinance of residences along with financing future home sites and recreational land.

The Challenges

The challenges that the customer faced largely stemmed from manual certificate lifecycle management. Before implementing AppViewX CERT+, the customer manually tracked certificates using sharepoint. However, there were critical gaps in terms of tracking the number of certificate instances and their associated endpoints/locations. This led to a lot of guesswork during the renewal process, trying to accurately decipher where certificates needed to be re-installed across various servers, endpoints, and SaaS applications.

The certificate lifecycle operations in general also involved a lot of manual steps. Manual approvals, CSR generations, certificate renewals and re-provisioning steps made managing high volumes of certificates error-prone, inefficient, and a burden to the operational teams. The lack of lifecycle automation coupled with lack of automated notifications and alerting for expiring certificates, was particularly problematic as it led to unexpected outages and downtime.

Additionally, they issued a mix of public and private trust certificates from internal and external Certificate Authorities (CAs), which further complicated processes. Consequently, their team spent a significant amount of time and effort on mundane certificate lifecycle operations, detracting from other critical tasks and causing unnecessary strain on resources.

Solution Criteria

After assessing their existing manual CLM processes and understanding the issues and challenges they were facing, the customer decided to look for a comprehensive certificate lifecycle management solution that could automate and streamline all aspects of certificate operations, from issuance to renewal or revocation. They set out with the following key requirements or goals:

- **Improve efficiency**
- **Reduce manual Effort**
- **Ensure accuracy**
- **Mitigate certificate-related outages**
- **Enhance overall certificate lifecycle management processes**

Selecting AppViewX for Simplifying and Streamlining Certificate Lifecycle Management

AppViewX was highly recommended by a trusted Credit Union partner, and the customer decided to engage in a proof-of-concept. The feature-rich AppViewX CERT+ offered advanced automation capabilities, competitive pricing, and SaaS deployment model powered by AWS - all bundled into a single, CA-agnostic solution.

These were the decisive factors for the customer in selecting AppViewX CERT+ as the best fit for its enterprise CLM requirements. The customer was particularly impressed with the end-to-end automation capabilities of AppViewX CERT+, which simplified their complex certificate lifecycle management tasks.

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.

What Set AppViewX Apart from the Competition?

After evaluating the CLM solutions in the market, the customer found AppViewX CERT+ to be well aligned with their objectives. Here are some of the compelling reasons why the customer chose AppViewX CERT+ over competitors.

- **Out-of-the-box automation workflows:** AppViewX CERT+ offered ready-to-use workflows that streamlined and automated their certificate lifecycle management operations. Using pre-configured workflows significantly reduced their implementation time and effort, allowing them to realize the benefits of the solution right away. The customer was able to seamlessly automate tasks, improve their operational efficiency and reduce manual error in a short time span.
- **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.

- **Best-in-class features:** AppViewX CERT+ boasted a rich suite of features that simplified and streamlined all aspects of CLM—from certificate issuance and renewal to monitoring and compliance. The robust set of functionalities, such as—Smart Discovery, comprehensive inventory and insights, end-to-end CLM automation, robust policy and compliance engine, secure key vault, alerting and reporting, extensive native integrations—solved all the operational, security, and compliance challenges effectively.
- **Competitive pricing:** The AppViewX CERT+ pricing model was competitive and aligned well with the customer’s budget requirements. The combination of best-in-class automation, SaaS-based deployment, and an aggressive pricing model, made AppViewX CERT+ the most compelling solution on the market.

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 and AppViewX CERT+ has proven to be an effective solution meeting all their CLM needs and streamlining the entire process.

Since the implementation, the customer has experienced and reported several significant and tangible benefits with AppViewX CERT+, including:

- **Reduced manual effort**
- **Improved productivity**
- **Cost savings**
- **Enhanced Security**

The customer highlights the following AppViewX CERT+ features that helped improve the process, efficiency, and uptime significantly:

- **Discovery and Visibility:** AppViewX CERT+ helped discover all the certificates installed across various applications and devices in the environment. With managed device scans, the customer was able to identify all certificate instances and remove duplicate certificates, minimizing the risk of undocumented certificates expiring unexpectedly or causing security breaches.

Automated discovery has helped run daily scans to maintain an up-to-date inventory and manage certificates effectively. AppViewX CERT+ has also provided centralized visibility of all the private and public trust certificates in the environment. The CA-agnostic view and insights into granular certificate metadata, such as the chain of trust and certificate location is helpful in proactively detecting and remediating certificate issues.

- **CLM Automation:** End-to-end certificate lifecycle automation has helped streamline processes, like CSR generation, issuing and provisioning certificates, cutting down on the hours spent manually performing these actions, freeing up valuable time for the Information Security team. Automating CLM has also removed the need for human intervention in monitoring and renewing expiring certificates, minimizing the likelihood of human errors, in turn, preventing application outages and security breaches.
- **Alerting:** Automated email notifications for impending certificate expirations have helped security teams ensure timely certificate renewals, preventing certificate expiry and potential downtime. This has, in turn, helped improve the reliability and availability of critical systems and services.

Overall, AppViewX CERT+ has proven to be an indispensable certificate lifecycle management solution for this customer. The powerful combination of granular discovery and inventory, intelligent alerting, customizable workflow-driven automation, key vault functionality, and comprehensive features in the AppViewX CERT+ SaaS solution has been highly beneficial in efficiently managing their certificate lifecycles, increasing efficiency, and maintaining uptime.

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/>

