

# The City of Cape Town Significantly Improves Service Delivery with AppViewX CERT+

Cape Town is one of South Africa's three capital cities, serving as the seat of the Parliament of South Africa. It is the oldest city in the country and the second-largest (after Johannesburg). It is also the legislative capital of the country.

## Background

Before implementing the AppViewX CERT+ certificate lifecycle automation solution, the city utilized Microsoft Active Directory Certificate Services for digital certificates to enable integration between Microsoft, SAP, ESRI ArcGIS applications and mobile application environments. These solutions worked well in the Microsoft environment but did not extend into the other applications or operating systems.

"The City required new solutions to securely integrate across heterogeneous applications and operating systems, including Microsoft, SAP, and ESRI ArcGIS."

## The Approach: Selecting an Integrated, End-to-end Certificate Lifecycle Automation Solution

In 2018, Cape Town published an open tender for Public Key Infrastructure (PKI) technologies and certificate management solutions. The city started evaluating vendors and had stringent selection criteria. Once they had identified and prioritized the desired selection criteria and functionality, the team began a review of vendors and their offerings. AppViewX CERT+ was the only solution, together with a capable service provider, Altron Systems Integration, who could meet and exceed the necessary solution requirements.

## Selecting the Winner

AppViewX CERT+ was a clear winner because of the extensive capability to integrate with the city's existing Microsoft certificate services and issue certificates to SAP, ESRI ArcGIS, and mobile device environments. Certificate management was also a key feature for monitoring self-signed certificates and third-party certificate authority or CA-issued certificates such as DigiCert and Sectigo.

## Business Challenges

- Complexity of managing certificates across many different systems
- Lack of secure integration across heterogeneous applications and operating systems, including Microsoft, SAP, and ESRI ArcGIS
- Lack of visibility into certificates across the infrastructure
- Risks of unexpected certificate expiry leading to outages and application downtime

## Results Achieved

- Improved service delivery
- Discovery, monitoring, and inventory of certificates
- Proactive expiration alerts to prevent outages
- Integration with the city's existing Microsoft certificate services
- Smooth issuance of certificates to SAP, ESRI ArcGIS, and mobile device environments

AppViewX's team and the characteristics of the solution suite convinced the city that AppViewX CERT+ was the best solution for them.

The AppViewX CERT+ solution was implemented together with consultants from AppViewX and Altron. After that, certificates were deployed to the application environments as and when required. The specific performance points that made AppViewX stand out and build trust in the team included:

- Close alignment with the city's business needs
- Promise of a robust support framework
- Intuitive easy-to-view user interface
- Ability to customize and adapt to the city's platform and systems
- Secure integration across heterogeneous applications and operating systems, including Microsoft, SAP, and ESRI ArcGIS

## The Payoff

The City of Cape Town has been engaged with AppViewX since 2019, together with Altron Systems. With AppViewX CERT+, the city has been able to gain real-time holistic visibility into its certificate infrastructure. They now act proactively to predict and prevent outages, minimizing the risk of a negative impact on business operations.

Measurable business benefits were achieved in the following areas:

- Improved service delivery
- Simplification of certificate management operations made the entire process agile
- Reduction in application downtime

## Results Achieved

The AppViewX CERT+ solution delivered the necessary functionality to solve customer's pain points systematically.

**Improved Service Delivery:** The city achieved heterogeneous application integration, which has helped deploy the latest technology available in the city's ERP and GIS application environments. This, in turn, improved service delivery to the citizens of the City of Cape Town by providing responsive and modern applications. Integrating securely across heterogeneous applications and operating systems, including Microsoft, SAP, and ESRI ArcGIS helped address critical business challenges.

**Certificate Discovery and Monitoring:** The AppViewX CERT+ discovery engine was used to scan the customer's environment to detect certificates on devices. AppViewX CERT+ helped monitor self-signed certificates and third-party CA-issued certificates such as DigiCert and Sectigo. This gave the team flexibility depending on the type of certificate(s) being located.

**Monitoring, Reporting, and Alerting:** Post-discovery, AppViewX CERT+ automatically maintains an inventory of the discovered certificates and allows users to group them based on device, CA, business unit, etc. It also generates certificate validity reports, and sends periodic expiry alerts to the owner(s) of certificates via email.

The City intends to automate certificate enrollment in the future due to the complexity of managing certificates across many different systems.

## Security simplified with AppViewX.

Trusted by one out of every five Fortune 100 companies, AppViewX CERT+, powered by enterprise-grade automation, helps with smart discovery, visibility into security standards, and centralized management of certificates and keys across hybrid multi-cloud environments.



*AppViewX has enabled the City Cape Town to securely provision and maintain digital certificates throughout its ICT environment. This allows the city to discover and renew certificates before they expire and before applications are negatively impacted. The result positively improves service delivery to the citizens of Cape Town by properly managing certificate lifecycles.*



- Alan Moon,  
Head of Business Continuity,  
The City of Cape Town.



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