Why a global leader in industrial software chose CertCentral

AVEVA case study

Summary

AVEVA drives digital transformation through innovative industrial software. When the company needed a digital transformation of their own to better manage SSL, they implemented CertCentral, the certificate management platform by DigiCert.

AVEVA + CertCentral results:

- Improved operations and certificate tracking
- Alignment with their cloud- and security-first approaches
- Increased awareness and proactivity within their SSL landscape
- The ability to integrate a domain-name scanning tool to scan for rogue servers

Scaling & securing IT resources worldwide

Developing software solutions for industrial giants like ship makers and bridge builders means managing complexity on a global scale. For AVEVA, the world's leading provider of design, engineering, construction and industrial software, it also means scaling and securing IT resources for 4,400 employees at 80 locations in more than 40 countries.

AVEVA at scale

- 100k+ sites deployed globally
- 10 trillion industrial transactions daily
- 12 petabytes of data transferred annually

CertCentral shows AVEVA IT Operations what they can do better. It provides a holistic view of how they approach front-end server security.

Gaps in SSL management

When AVEVA merged with the industrial software arm of Schneider Electric in 2018, the AVEVA IT Operations team began assessing combined IT practices. As a newly-consolidated company with offices around the globe, their goal was to centralize resources, streamline processes, and still meet the localized needs of each business division and region.

Their assessment pointed to gaps in SSL management caused by a process for issuing and tracking digital certificates that was "piecemeal." Software developers bought certs as needed for projects, IT staff bought certs as requested for users—and both groups bought certs from multiple CAs.

The conclusion: Not having a centralized system made it harder to track expiring certificates, and their one-off approach to purchasing was more expensive.

From "piecemeal" to CertCentral

As an interim solution while they explored certificate management tools on the market, AVEVA IT staff created what they described as a "global spreadsheet" to track SSL certificates companywide. It included an approval cycle linked to their help desk, but they still had to track requests by email and manage ordering separately.

All that complexity was simplified when they discovered CertCentral, the certificate management platform by DigiCert.

CertCentral provided the tracking piece, only with more functionality. In addition to centralizing SSL operations—with the ability to issue, install, inspect, revoke and renew every certificate in their landscape—the platform also integrated code signing, which AVEVA developers use extensively.

For AVEVA, having a tool like CertCentral makes it possible to close gaps and be more proactive.
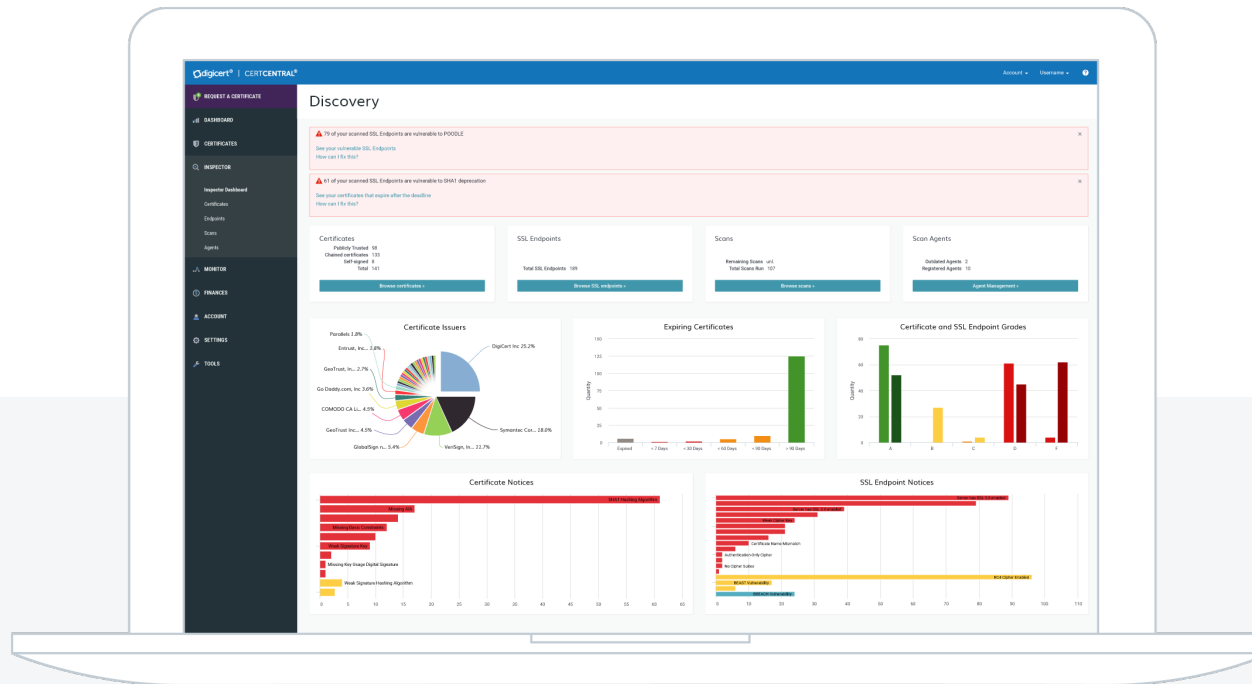
Better monitoring & control

Since adopting CertCentral, the IT Operations team now manages 43 certificates in the platform and are migrating old certs as they expire. They expect that number will soon exceed 200.

In addition to the platform's overall ability to increase awareness and proactivity within their SSL landscape, AVEVA's favorite CertCentral feature is the Discovery tool. It enables IT staff to track where legacy certificates were acquired, which is critical in a multi-company merger environment.

Just as AVEVA develops solutions to increase efficiency and optimize client resources through better monitoring and control, CertCentral shows AVEVA IT Operations what they can do better. It provides a holistic view of how they approach front-end server security.

For more information, call 1.801.770.1736 or email sales@digicert.com.