Achieving CA operational excellence in Brazil

DigitalSign

DigitalSign Certificadora Digital is one of the few private top level CAs (Certification Authority) authorized to operate in the Brazilian market, one of the biggest and most innovative PKI markets in the World, with over 5 million digital certificates active and used on a regular basis.

After undergoing a demanding audit process by the national market regulator (ITI – Instituto Nacional de Tecnologia da Informação), DigitalSign started their operation in the end of 2013, redefining the service delivery standards in Brazil.

The Challenge

DigitalSign wanted to acquire an RA management solution that allowed easy management of a large network of RAs throughout a country as wide as Brazil.

The solution should be adjustable to the customer's innovative business processes and comply with highest security requirements, not only dictated by international standards (e.g. like CWA 14167-1) but also demanded by ICP-Brasil (local regulation for legally-binding PKI usage in Brazil).

It should also be integrated with their ADSS CA and external systems, like the customer's website, invoicing system, etc..

Additionally, it was critical to ensure effective support for multiple operating systems (Windows, Mac OS X and Linux).

AET Solutions

DigitalSign selected the solutions of AET for several reasons: BlueX is very flexible and can easily accommodate the evolution of the customer's business needs, SafeSign IC supports over 90% of the smartcard/token models used in Brazil, and AET delivers professional support and maintenance, ensuring continuous operation and quick response to requests.

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By using AET solutions, DigitalSign reduced the time spent by customers at the RAs to the minimum period required for in-person ID validation, allowing them to complete the process at home just using the user-friendly interface of SafeSign IC.

They also reduced their helpdesk costs, since SafeSign IC is able to automate the key generation and certificate download processes, reducing the risk of problems for end users, especially by not having third-party dependencies (e.g. Java), which frequently originate error situations (lack of administration privileges, usage of wrong versions, etc.). Providing the exact same user interface/ experience across multiple operating systems, simplifying documentation and troubleshoot procedures further decreased helpdesk costs.
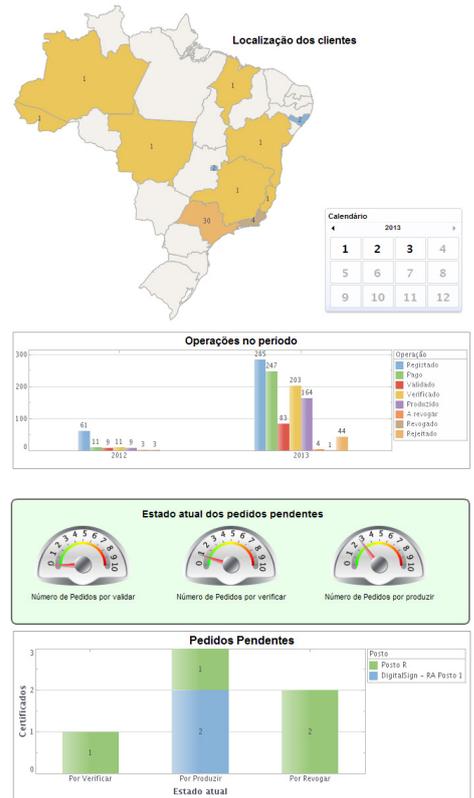
"As a Certification Authority in Brazil, we depend on our systems

to provide a reliable and care-free experience to our end customers." according to Fernando Moreira, CEO of DigitalSign. "AET designed an innovative and customized solution for Brazil and was able to deliver it on time, which gave us the technological supremacy on the market."

DigitalSign achieved operational excellence by streamlining and optimizing their business processes and now has detailed business intelligence, with real-time and interactive dashboards and reports that allow the analysis of both the current status (e.g. pending request per RA) and historical data (e.g. certificates issued per day), geographical breakdown also accessible from mobile platforms (smartphones and/or tablets).

In the near future DigitalSign is going to deploy turn-key CAs using BlueX.

They are also going to use BlueX to manage the lifecycle of X.509/ RFC 5755 compliant attribute certificates, and support mobile (iOS, Android and Blackberry) usage of ICP-Brasil certificates using SafeSign IC for Mobile.

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Fernando Moreira – CEO DigitalSign