

# Cochrane Takes Control of Urgent DNS Changes with DigiCert UltraDNS

Global health network strengthens website availability across more than 130 domains

## Customer Snapshot

**Company name:** Cochrane

**Industry:** Healthcare

**Solution:** DigiCert UltraDNS

**Key Win:** Controlled DNS changes and eliminated multi-week response delays

**Customer Voice:** "With UltraDNS we feel future-proof, and I would not hesitate to recommend it as a DNS service." – Javier Mayoral, Systems Administrator at Cochrane, Central Executive Team

### Requirement

## Find authoritative DNS service that keeps all global subdomains accessible to contributors and users

Cochrane is a global, independent network of researchers, healthcare professionals, caregivers, and patients that links more than 37,000 contributors from some of the world's most respected academic and medical institutions across more than 130 countries. Cochrane stakeholders work together to produce easily attainable health information, free of commercial sponsorship and other conflicts of interest.

Cochrane's Central Executive Team (CET) manages the organization's primary domain, [cochrane.org](http://cochrane.org), along with more than 130 subdomains representing different groups. The CET is responsible for making sure the content on all these websites remain available for users and domain name queries are correctly routed.

But Cochrane's previous DNS service couldn't keep pace with the frequent updates and link changes that threatened website availability Cochrane needed. "The service we were getting from our existing DNS service was much too slow," recounted Javier Mayoral, Systems Administrator at Cochrane CET. "We had to send off a change request via an email, and then the changes would take up to a few weeks at a time."

Cochrane found the situation unacceptable. Said Mayoral, "We needed changes to be made quickly so that domain queries would be routed correctly and our audience wouldn't be frustrated by being unable to find one of our websites."

### Solution

## DigiCert UltraDNS

The search for a better DNS provider was simple and straightforward, according to Mayoral. "We chose DigiCert UltraDNS because its ability to perform DNS replications was very fast and reliable and its user-friendly web interface means we could perform changes ourselves," he explained.

Unlike their previous vendor, UltraDNS was built on a distributed directory services platform composed of patented, proprietary technology and carrier-class database architecture. By leveraging database replication and advanced routing rather than traditional BIND-based implementations, UltraDNS delivered the reliability, performance, and operational control Cochrane required.

UltraDNS operates on a globally distributed Anycast authoritative network engineered to support high query volumes and maintain availability across regions. For an organization managing more than 130 domains serving contributors and users worldwide, this architecture ensured DNS queries were answered from the nearest available node, improving performance while strengthening overall resilience.

With built-in redundancy and a dedicated authoritative infrastructure, Cochrane gained not only faster DNS change management, but also the confidence that its global web presence would remain consistently accessible.

**Outcome**

## Reduced DNS latency strengthened website availability

With UltraDNS, Cochrane took control of their DNS change requirements, slashing response times and ensuring maximum server uptime. Now the CET team could log in and make changes when needed, ensuring that new DNS entries and updates were implemented without delay while protecting website availability across their global network.

“We used to suffer from slow responses for change requests, and it just wasn’t acceptable because when you need new DNS entries or to update a DNS record, it is always urgent to ensure website availability,” Mayoral said. “With UltraDNS we feel future-proof and I would not hesitate to recommend it as a DNS service.”

**Find out how DigiCert UltraDNS can help your organization maintain availability and take control of critical DNS changes.**

## About DigiCert

DigiCert is a global leader in intelligent trust. We protect the digital world by ensuring the security, privacy, and authenticity of every interaction. Our AI-powered DigiCert ONE platform unifies PKI, DNS, and certificate lifecycle management, to secure infrastructure, software, devices, messages, AI content and agents. Learn why more than 100,000 organizations, including 90% of the Fortune 500, choose DigiCert to stop today’s threats and prepare for a quantum-safe future at [www.digicert.com](http://www.digicert.com).

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