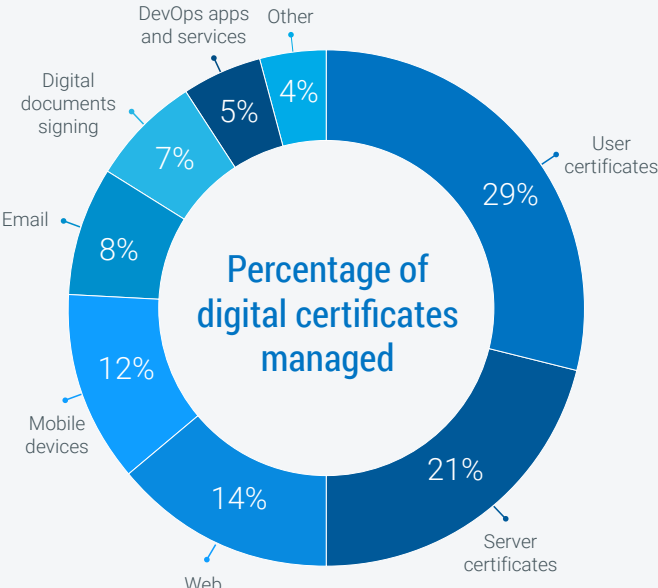# digicert®

# PKI Automation Leading Security Priorities in 2021

## Manual management is out. PKI automation is in.

Rapidly increasing PKI management workloads are quickly becoming next to impossible to manage. The reason? Manual tasks involved in managing shorter expiration cycles, massively higher numbers of certificates and the need for crypto-agility.

## Managed certificates by the numbers



Percentage of digital certificates managed

- Other 4%
- DevOps apps and services 5%
- Digital documents signing 7%
- Email 8%
- Mobile devices 12%
- Web servers 14%
- Server certificates 21%
- User certificates 29%

Enterprises today typically manage more than

# 50.000 certificates

# 1200 Unmanaged certificates

**61%** Are concerned about time required to manage certificates

**47%** Encounter rogue certificates frequently
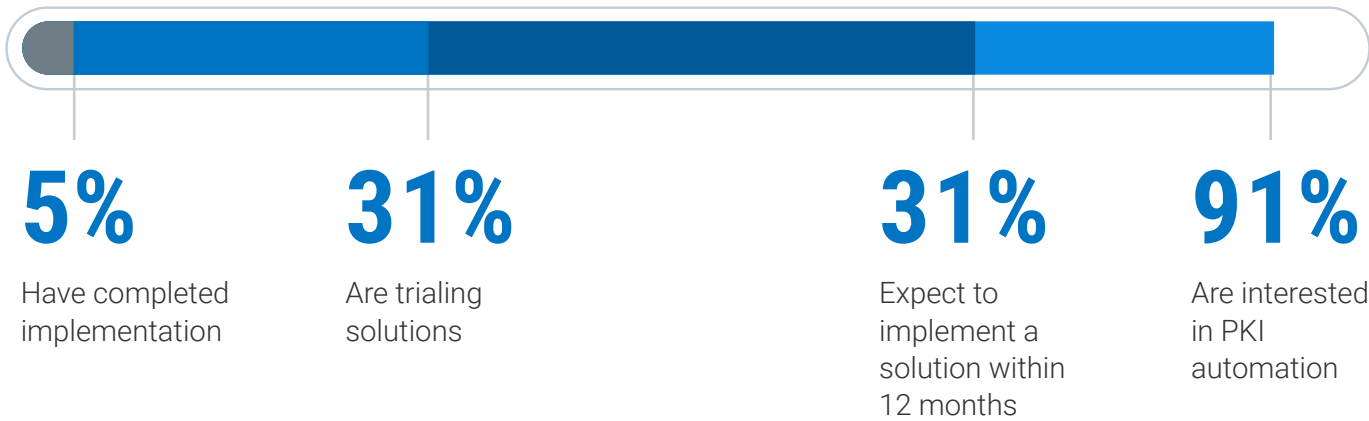
**37%** Have 3 or more departments managing certificates

**1 in 4** Experienced 5-6 PKI-related outages in the past six months

## Enterprises progressing toward PKI automation

**5%** Have completed implementation

**31%** Are trialing solutions

**31%** Expect to implement a solution within 12 months

**91%** Are interested in PKI automation

## Enterprises goal for PKI automation:

- Improved Security
- Improved Compliance
- Agility
- Better productivity
- Reduced downtime
- Reduced costs

## Pain points driving enterprises towards PKI automation:

- Sluggish certificate provisioning
- Misconfigured certificates
- Overburdened staff
- Too many rogue certificates
- Missed certificate expiration
- Delays, or failures, in certificate revocation

## Leading vs Lagging

Companies focused on PKI automation are faring better than the rest.
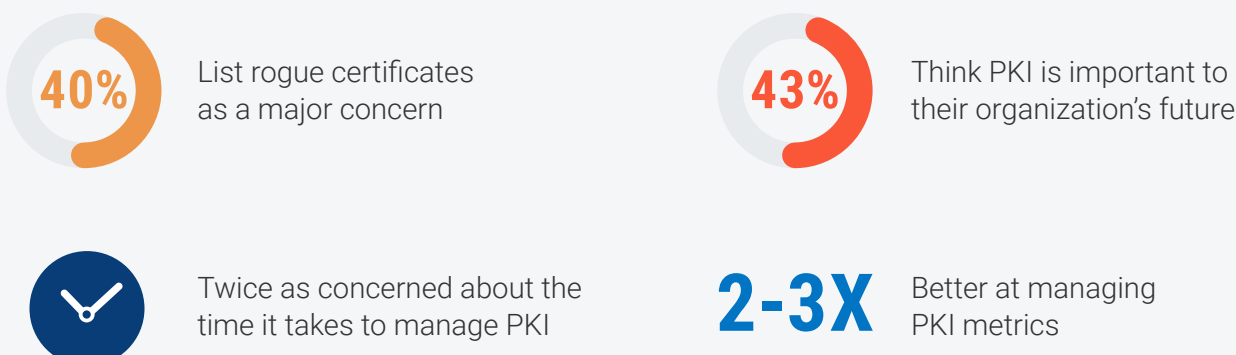
### Leaders are 2-3x better at:

- Managing digital certificates
- Avoiding PKI downtime
- Minimizing PKI security risks
- Meeting PKI SLAs
- Issuing and revoking certs
- Compliance
- Minimizing rogue certificates

### Issues laggards face:

- Compliance
- Loss of customers
- Lost revenue
- Additional work
- Delays
- Lost productivity
- Reduced security
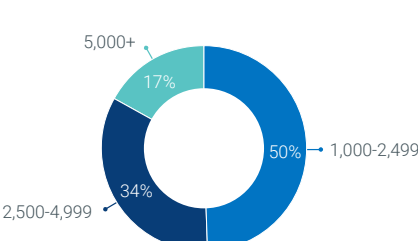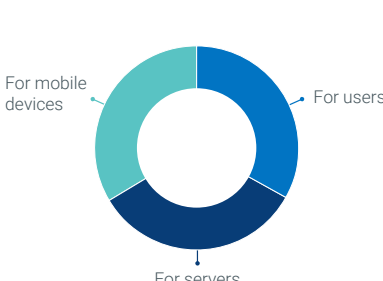
## What are PKI automation leaders doing differently?

**40%** List rogue certificates as a major concern

**43%** Think PKI is important to their organization's future

Twice as concerned about the time it takes to manage PKI

**2-3X** Better at managing PKI metrics

## Who we talked to

### Respondents



- 100 North America
- 100 EMEA
- 100 Asia Pacific
- 100 Latin America

**400 total responses**

### Company size



- 5,000+
- 1%
- 2,500-4,999 34%
- 1,000-2,499 31%

### Certificate types



- For mobile devices
- For users
- For servers

## Methodology

DigiCert commissioned ReRez Research, to survey IT professionals within 400 enterprises of 1,000 or more employees on their progress of implementing PKI Automation in 2021. Respondents were split between IT directors, IT security managers and IT generalists.

To get the full report and learn more about trends in automation and what you can do visit https://www.digicert.com/solutions/security-solutions-for-automation.