DigiCert Culture

People Come First

DigiCert puts people first—protecting and advancing the needs of its clients and employees. A solution-oriented company, DigiCert looks to foster innovation and investment in its people as a way of enhancing its offering to the communities it serves. The company does business with integrity, hard work, and a commitment to fairness and ethics. At DigiCert, details matter, and going the extra mile to solve a client's dilemma is not distinguished because it's the norm.

Customer Support

DigiCert leads its industry in providing friendly, timely, and informed customer support solutions. DigiCert clients receive hassle-free support in achieving quick product installations, 24/7 issue resolution, and alerts on renewals and upgrades. The company's efforts to provide ultimate value to the client have earned it several awards for customer service and product innovation. As a company, DigiCert is committed to supporting the needs of its clients above anything else. That's why it's not uncommon for our support team, which has virtually no turnover, to know our clients on a first-name basis. In fact, some of the company's best work is when customers choose us to help them with their job in last-minute, late-night weekend calls. Some customers have even sent us wedding invitations, and allowed us to celebrate their important milestones. At DigiCert, our customers are considered family.

Employee Support

DigiCert employees stay at the company and pass along their knowledge to the company's customers. This continuity benefits DigiCert's customers because they enjoy support from management and staff who understand their needs and know the company's product offerings in great detail. Offering competitive wages and benefits and a rewarding culture, DigiCert is able to attract some of the brightest professionals who drive solutions for DigiCert customers.

Community

DigiCert is a contributing member to the many communities in which it does business. In addition to offering solutions to secure online trust and privacy for its growing customer base, the company holds true to a commitment to ethical, legal, and responsible practices. DigiCert also does its part to make communities better including supporting community causes such as homes for the less fortunate and local STEM programs, and supporting employee-driven causes, all while advancing best practices within its industry.

Industry Standards Groups

DigiCert's numerous involvement in industry standards groups includes:

- Founding member of CA/Browser Forum (DigiCert's Dean Coclin is the current Vice Chair)
- Founding member of Direct Trust and leading trusted root CA
- Member and/or board member of IETF, OTA, AllSeen Alliance, IIC, and security adviser for ISOC
- Co-wrote security standard for Directed Exchange, NFC tags, WFA Passpoint 2.0, CABF BRs, .onion certificates
- First trusted root CA for the WInnForum's CBRS trusted root program
- First CA to implement Google Certificate Transparency (CT) and host an independent CT log
- Go-to provider of scalable security for IoT devices and emerging markets

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