

Professional Services by DigiCert

DigiCert® Professional Services provides leading Public Key Infrastructure (PKI) consulting worldwide. Our services draw from the entire DigiCert technical community and use the most reliable and scalable infrastructure to deliver a cost-effective way to deploy PKI solutions for even the largest projects. Clients receive training and guidance from DigiCert experts to enhance the implementation and management of your DigiCert PKI solutions.

About our PKI Professional Services

With an average of over 20 years of technical experience, our professional services engineers have worked with every type of organization, from small businesses to Fortune 500 companies. Our team has designed and deployed solutions that have secured communications within customer enterprises across both public and private ecosystems, on a global scale.

Using a best-practice approach, our engineers customize each engagement to help you efficiently design, architect, develop, and deploy our products and services. Many of our engineers hold industry certifications such as CISSP or Security+ and have managed complex security and infrastructure projects.

While many PKI implementations are solely product-focused—resulting in incomplete and inefficient implementations—DigiCert PKI professional services engineers support customers in developing the framework for the integration of PKI with an organization's processes and people. Every engagement includes project-specific documentation.

Key Benefits

- Solutions designed and tailored to address your business requirements
- Fast rollout and adoption of the solution
- Subject matter experts and point of contact to help drive the resolution of issues with other DigiCert teams
- Backed by the world's leading provider of TLS/SSL, PKI, and IoT solutions
- Solutions using the most scalable, reliable PKI infrastructure

Discovery Service

Our Discovery Service will help you identify applicable PKI use cases and develop a system architecture needed to meet your use case requirements.

Includes:

- Interview with project stakeholders to identify PKI requirements
- Identifying & consolidating PKI use cases by priority
- Identifying efficient and effective PKI lifecycle workflows
- Review & design of architecture
- Proposed solutions for the identified use cases
- Written & delivered architecture design document

Software Installation & Integration Services

During Software Installation and Integration, our professional services engineers will review prerequisites to deploy software and assist with integration, testing, and documentation for ongoing maintenance.

Includes:

- Assistance with determining requirements for the deployment of DigiCert PKI solutions (for example, taking into consideration communications requirements, high-availability, certificate use cases, lifecycle flow, etc.)
- The installation of on-premises components for enterprise integration
 - Configured to use qualified Hardware Security Module(s) to secure communications with DigiCert PKI [recommended]
 - Single vs. multiple instances for high availability
 - Multi-site deployments (QA/Prod/DR)

- Testing of certificate lifecycles
- Assistance to configure and test applications with digital certificates
- Knowledge transfer
 - Informal knowledge transfer to PKI administrators
 - Custom training for PKI administrators, help desk team(s), and users where applicable [optional]
- Support during production rollout [optional]
- Post-engagement summary report, operations guides, helpdesk guides, and user guides

Upgrades & Transitioning Services

If you are using older versions of DigiCert PKI software or services, we offer upgrades and support for transitioning to the latest DigiCert PKI product and service.

Includes:

- Assistance with upgrading PKI software to the most updated version
 - Facilitate platform transitioning
 - Transition from legacy DigiCert PKI to the new DigiCert PKI platform
 - Export escrowed keys from legacy PKI to your new DigiCert PKI platform
- Facilitate vendor transitioning
- Assist with planning and migration to DigiCert PKI
- Assist local SME with converting escrowed keys into a format for import and management into DigiCert PKI

Health Check

Our professional services engineers will review your DigiCert PKI setup to optimize the infrastructure and settings for better performance or review the setup to support new use cases.

Includes:

- Review of current PKI setup and use cases
- Review of new use case requirements, if any
- Review of operational roles and privileges
- Recommendations based on PKI and security best practices
- Health check report with recommendations

API Integration

The DigiCert PKI Platform provides both SOAP and RESTful API integrations, which customers can use to strongly integrate their processes with DigiCert certificate lifecycle processes, user/device workflow management, IoT certificate issuance, and product integration. Support for a custom integration using the PKI Web Services API includes:

- Design: Provide support during your project design phase, by advising and reviewing design documentation
- Test client deployment: Development and deployment of a stand-alone test client written in Java/C#/Powershell to help demonstrate how to call the DigiCert Web Services API
- Configuration: Assist your project team in the creation of certificates profiles that meet your use case requirements for enrollment using DigiCert Web Services API

- Integration: Support your project team in addressing queries that may arise during the integration phase with DigiCert PKI
- Support: Provide support to your project and operational teams and help raise cases with DigiCert Support—acting as a technical broker between your team and DigiCert to provide for a speedy resolution to issues
- Knowledge transfer: Deliver knowledge transfer sessions to key stakeholders of the solution, for them to become comfortable in managing/supporting the integration with DigiCert PKI
- Documentation: Document the DigiCert PKI Platform specific configuration and integration done to assist both your support team, and review of any operational project documentation created by your project team
- Project Administration: Attend scheduled and ad-hoc project meetings/calls to support your team

Find out more

DigiCert provides enterprise-class TLS/SSL, PKI and IoT security solutions for some of the world's biggest organizations—ensuring peace of mind and keeping their data secure at all times.

For more information, please contact your DigiCert Account Manager or email pki_info@digicert.com.