DigiCert: Business Success Built on Trust

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 were recognized with the 2011 Foster & Sullivan Customer Value Enhancement Award for North American SSL Certificates and being named a finalist for the 2014 *SC Magazine* Excellence Awards for "Best Customer Service." 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 moments happen when clients send us invitations to their weddings, save their jobs with last-minute, late night weekend calls to the support team, and celebrate their achievements with us. At DigiCert, our customers are considered family.

Employee support
DigiCert has experienced little turnover in its more than a decade in business. 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. It's also a big part of the reason the company was voted as one of a few of the Best Places to Work in Utah in 2011, 2012 and 2013 by *Utah Business Magazine*. Offering competitive wages and benefits and a rewarding culture, DigiCert is able to attract some of the brightest professionals from within Utah, across the nation and even internationally.

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 tens of thousands of clients, the company holds true to a commitment to ethical, legal and responsible practices. DigiCert also does its part to make communities better including involvement with Habitat for Humanity, supporting employee volunteerism and donations, and advancing best practices within its industry. This includes taking on a key advocacy role as a founding/board member of the CA/Browser Forum, DirectTrust, CA Security Council and Online Trust Alliance as well DigiCert seeks to raise the standards for certificate authorities everywhere.