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**Business Value
Highlights****326% five-year
ROI****13 months
to breakeven****72% faster
deployment of certificates****60% more
productive PKI management staff****60% more
efficient IT security teams****42% more
efficient IT infrastructure staff****76% reduction
in unplanned downtime****\$156,000 reduced
operating expense**

DigiCert PKI Platform Optimizes Security Operations Leading to Improved Business Results

EXECUTIVE SUMMARY

Organizations can save nearly \$1 million annually by adopting a cloud-based, fully managed PKI service to address the growing complexity of network and endpoint security and authentication requirements, according to an IDC analysis of the costs associated with managing PKI.

The IDC study commissioned by DigiCert found IT security and infrastructure staff frequently burdened by implementing and managing PKI due to a variety of factors, including rising pressures of providing secure and reliable connectivity across hybrid and multicloud environments, the skyrocketing number of connected devices requesting network access, and the soaring pace of data growth in the organization. Organizations found that cloud-based, managed security services improve efficiency and free up the IT security and infrastructure teams to improve reliability and the security posture. In some cases, the automation provided by the managed PKI service can eliminate costly vulnerabilities and configuration issues that result in costly disruption and identify errors that can lead to the loss or exposure of sensitive data.

The DigiCert PKI Platform (previously known as Symantec Managed PKI) is a cloud-based (with an on-premises option) security service platform designed to enable organizations to quickly issue digital certificates for authentication, encryption, and digital signing. The platform helps companies manage confidential information, authenticate the identity of users and devices, and verify the integrity of documents. IDC conducted research that explored the value and benefits of using DigiCert PKI Platform to optimize the tasks and processes that support these goals and activities. This research was based on interviews with multiple DigiCert customers that used the service platform. IDC found that they realized significant benefits by leveraging its capabilities to help IT and security teams be more productive and better contribute to business needs.

Based on IDC's calculations, these organizations realized discounted benefits worth \$951,000 per organization per year by:

- » Increasing the productivity of IT, PKI, and security management teams in the performance of routine operations
- » Supporting faster issuance and renewal of certificates leading to improved business operations
- » Reducing IT operating expenses for security and security-related operations
- » Improving end-user productivity by reducing the effects of unplanned downtime on business users