

NetDNA Accelerates SSL Installation with OneClickSSL

Custom Integration Increases Recurring Revenue and Reduces Support Costs for SSL

SOLUTION SUMMARY

NetDNA struggled to justify the internal cost related to supporting SSL Certificates which on average resulted in one hour per customer installing SSL.

NetDNA sought to find a solution that could reduce time and money on SSL and discovered GlobalSign's OneClickSSL technology that would enable them to streamline and automate the entire SSL ordering and installation process.

Working with GlobalSign, NetDNA was able to build a custom integration into NetDNA's control panel.

The results allowed NetDNA's MaxCDN product to see a 20% increase in monthly recurring revenue and reduce time spent on SSL by 91%- from 60 minutes per certificate to less than 5.

NetDNA now processes one of the fastest SSL handshakes available.

"The level of service we received from GlobalSign setting up our custom integration was excellent and really sets GlobalSign apart from other providers. Best of all we are excited to integrate the most innovative SSL automation technology to our customer base, alleviating support burdens from our end and making SSL faster and easier for our customers."

Justin Dorfman,
Developer Advocate
NetDNA.

For more information about GlobalSign's SSL solutions, please call 877-775-4562 or visit www.globalsign.com/partners

Challenge

Fed-up with their current SSL implementation process which resulted in lengthy implementation and installation for their end customers, taking on average 2-3 days to complete, and bogged down skilled engineers with installation issues, NetDNA sought out to discover a solution that would reduce the SSL fulfilment process and reduce support overhead. On top of this, the company needed to push certificates to all of their widely distributed servers across the world, multiplying the amount of time used for dealing with SSL.

Solution

During NetDNA's quarterly innovation month, a time when the company encourages all employees to come up with creative solutions, their mission was to find a company that could offer an alternative to the traditional SSL ordering and issuing process. Through research they discovered GlobalSign's OneClickSSL Technology. By utilizing GlobalSign's OneClickSSL technology, the companies were able to develop a custom integration into NetDNA's control panel to automate the entire SSL ordering and installation process without any additional input from the customer or engineering staff.

EdgeSSL

The end product branded as EdgeSSL, allows customers to easily order certificates directly through NetDNA's control panel in one step. End users simply select their domain name in which they want to install an SSL Certificate for, and the OneClickSSL technology seamlessly creates the CSR, validates the control of the domain, installs the issued certificate, and binds it to the appropriate website all within 30-45 seconds.

Results

OneClickSSL has dramatically reduced the support overhead of managing SSL for NetDNA allowing their monthly recurring revenue to increase by 20% and reducing the time required to install SSL Certificates by 91% (from 60 minutes to less than 5). Simplified SSL ordering and installation combined with NetDNA's distributed network and specialized processors to optimize the SSL handshake allows NetDNA to provide their customers with secure websites that have the fastest secure page load speeds and yet are the easiest to deploy.

About NetDNA

Founded by Chris Ueland in 2009, NetDNA, LLC is one of the fastest growing content delivery network (CDN) with a 130 percent annual growth in new customers. The company is rewriting the rules in the CDN market by being the most developer friendly CDN with its Acceleration Platform. NetDNA has developed its own data centers with proprietary software that lets the company provide competitively priced, secure, no-compromise services that can be quickly implemented to improve website performance. More than 9,300 companies across the globe use NetDNA and MaxCDN services thanks to its world-wide network, flexible deployment, custom development, dedicated support and competitively priced bandwidth.

About GlobalSign

GlobalSign has been a trust service provider since 1996. Its focus has been, and always will be, on providing convenient and highly productive PKI solutions for organizations of all sizes. Its core Digital Certificate solutions allow its thousands of authenticated customers to conduct SSL secured transactions, data transfer, distribution of tamper-proof code, and protection of online identities for secure email and access control. Vision and commitment to innovation led to GlobalSign being recognized by Frost & Sullivan for the 2011 Product Line Strategy Award. The company has local offices in the US, Europe and throughout Asia. For the latest news on GlobalSign visit www.globalsign.com or follow GlobalSign on Twitter (@globalsign).