How upgrading to CertCentral Partner early benefited one of Europe's top TLS providers

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At-a-glance

Zoner is one of the largest TLS/SSL certificate issuers in Europe and was the first Platinum Elite partner to upgrade to DigiCert® CertCentral® Partner. After years of working on the aging Symantec legacy console, Zoner had grown frustrated by its limited management functionality and oversight. With CertCentral Partner, those issues were addressed, and the customer experience was dramatically improved.

While using the legacy TLS portal, Zoner dealt with several issues that resulted in an inefficient validation process. Since upgrading to DigiCert CertCentral Partner, Zoner is able to manage all of their customer orders from one platform—simply and efficiently. Now they can issue most certificates almost immediately, positively impacting their business operations and customer experiences.

Industry:
Internet services, Online security, Photography software & Publishing

Region:
Global

Partner since:
2005

Solutions:
DigiCert CertCentral Partner

Awards:
DigiCert 2019 TLS Partner of the Year

An obvious need for change

While Zoner was able to successfully issue thousands of certificates from the legacy console--it was far from efficient. Zoner's Director of Internet Services Jindrich Zechmeister said, "the older console appeared—and functioned like—it was from the early internet era of the '90s."

This led to cumbersome workflows and disjointed order records, even causing some certificates to expire before they were issued.

No reason to wait

Zoner was one of the first companies in the Czech Republic to offer web hosting, domain registration, SSL and cloud services. Because of their reputation for innovation and early

adoption, the company was anxious to upgrade and see how CertCentral would improve their operations.

The first step in the process was talking to their DigiCert account manager to set up a migration plan detailing which CertCentral API features they wanted to integrate. Next, Zoner worked closely with DigiCert engineers to implement the new API—replacing their

old Symantec API with parity functionality—and more. Along the way, Zoner tested their progress to ensure every feature was working and all customer certificates—including all Encryption Everywhere certificates—were migrated successfully with minimal disruptions. Due to their scope of their extensive customer base and API integration, the entire process took over a month. However, Jindrich said DigiCert engineers were always very responsive and a quick call away if they ever had an issue.

"When we started with the migration, we already had some history with DigiCert and their engineers, so I simply trust them. I know they can perform and do things properly. I didn't have any reason to be afraid, or to be scared of the migration… I know from the past they are good at solving any problems and they do their job very well."

-Jindrich Zechmeister

A better experience for Zoner— and its customers

Zoner was the first big DigiCert partner to migrate to CertCentral Partner, with some trial and error along the way. For example, Jindrich said they faced small roadblocks with issuing certain domain validated certificates due to the need to update CA records. After raising this issue with DigiCert engineers, they are now working on a new notification feature to help resolve his concerns.

Overall, Jindrich said the new platform has made a "night and day difference" and doesn't even compare to the legacy console. Now, Zoner is able to issue multiple certificates from a single organization verification, unifying company orders and reducing unnecessary backlogs. This means a much faster delivery window for customers.

"Finally, something that makes sense and should have been done many, many years ago."

-Jindrich Zechmeister

Why upgrading early was the right choice

Zoner was proactive about upgrading to CertCentral Partner before most partners because they had tested the CertCentral platform for a year and they wanted to modernize their operations ahead of their competition. They knew an outdated validation and certificate issuance process would eventually turn customers away.

"I would suggest to do it as soon as possible. Don't wait. Every day you stay with the old technology, or the old platform, when you're not migrated, you spend a lot of time on useless tasks, repeating tasks. You're just wasting time—your time, your customers' time."