













# Certificate Lifecycle Management (CLM) Relationship Index

Relationship scores for certificate lifecycle management (clm) are shown below. The chart highlights some of the factors which contribute to a product's overall Relationship score. Ease of doing business with, quality of support, and likelihood to recommend data is shown in the table below.

	<span style="color: #0070C0;">●</span> Ease of Business	<span style="color: #0070C0;">●</span> Likely to Recommend	<span style="color: #0070C0;">●</span> Quality of Support	<span style="color: #0070C0;">●</span> Other Factors	Score
 <b>Sectigo Certificate Manager</b>					8.71
 <b>TrackSSL</b>					8.36
 <b>Google Cloud Certificate Authority Service</b>					8.34
 <b>Cloudflare Application Security and Performance</b>					8.03
 <b>Keyfactor Command</b>					7.85
 <b>AWS Certificate Manager</b>					7.83
 <b>Userify</b>					7.63
 <b>ZeroSSL</b>					7.49
 <b>AppViewX CERT+</b>					7.37
 <b>DigiCert CertCentral</b>					7.31

(Certificate Lifecycle Management (CLM) Relationship Index continues on next page)

\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.

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# Certificate Lifecycle Management (CLM) Relationship Index (continued)

## Relationship Definition

Certificate lifecycle management (CLM) and PKI software help companies with the process of authenticating and encrypting information using digital certificates. Public key infrastructure (PKI) is a cryptography framework that secures digital communication and protects data, devices, machines, and people from impersonation, unauthorized interception, tampering, or other attacks. The main benefit of this software is that it provides visibility and automation throughout the certificate lifecycle—certificate issuance, discovery, inventory, provisioning, deployment, securing, monitoring, renewal, and revocation. CLM and PKI software often replaces manual certificate management methods, such as tracking on spreadsheets, which helps companies prevent unplanned system downtime and system vulnerabilities stemming from errors or certificate expiration.

CLM and PKI software provide capabilities for the issuance, management, and automation of digital certificates, including but not limited to [SSL & TLS certificates](#), client authentication certificates, digital signature, and SSH certificates. Use cases for PKI and CLM software include user authentication, machine-to-machine authentication for servers and containers, digitally signing code and documents, encryption and integrity for IoT devices, and much more.

To qualify for inclusion in the Certificate Lifecycle Management (CLM) and PKI category, a product must:

- ▶ Automate CLM, including discovery, inventory, provisioning, deployment, securing, monitoring, renewal, and revocation (some vendors will offer certificate issuance solutions via public certificate authority or private PKI functionality)
- ▶ Provide centralized visibility, control of, and reporting on certificates, keys, and ciphers
- ▶ Monitor and notify administrators when certificate expiration dates are nearing or use workflow to automatically take a specified action, such as certificate renewal or revocation
- ▶ Support certificates from multiple certificate authorities (CAs)

## Relationship Index Description

A product's Relationship score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of relationship-related review questions. Software buyers can compare products in the Certificate Lifecycle Management (CLM) category according to their Relationship scores to streamline the buying process and quickly identify the products that provide the best relationship with software sellers based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Badges are awarded to products for: Best Relationship (highest overall relationship score), Highest Quality of Support (highest overall quality of support score), and Easiest Doing Business With (highest ease of doing business with score).

Products included in the Relationship Index for Certificate Lifecycle Management (CLM) | Spring 2024 have received both a minimum of 10 reviews and 5 responses from real users for each of the relationship-related questions featured in our review form by March 05, 2024. These ratings may change as the products are further developed, the sellers grow, and as additional opinions are shared by users, and a new Relationship Index report will be issued for this category as significant data is collected.



# Sectigo Certificate Manager

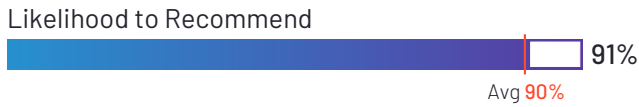
4.5 ★★★★★ (39)



## Relationship Score



## Relationship Data



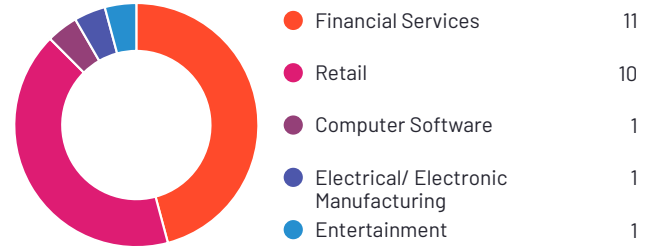
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Sectigo



**HQ Location**  
Scottsdale, Arizona



**Year Founded**  
1998



**Employees (Listed On LinkedIn)**  
399



**Company Website**  
[sectigo.com](https://sectigo.com)



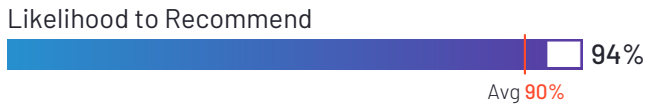
# TrackSSL

4.7 ★★★★★ (30)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



Ownership  
Nick Jones



Employees (Listed  
On LinkedIn)  
2



Company Website  
[trackssl.com](https://trackssl.com)



# Google Cloud Certificate Authority Service

4.4 ★★★★★ (33)

## Relationship Score



## Relationship Data



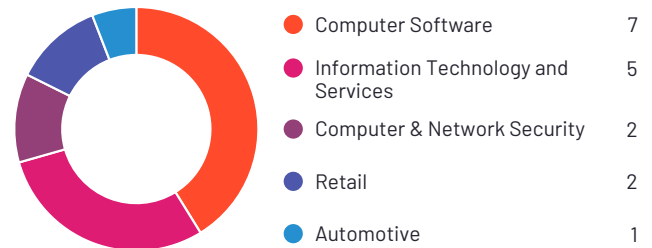
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Google



**HQ Location**  
Mountain View, CA



**Year Founded**  
1998



**Employees (Listed On LinkedIn)**  
278,128

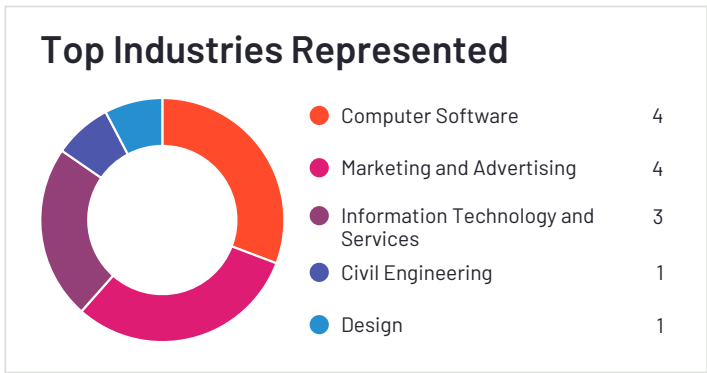
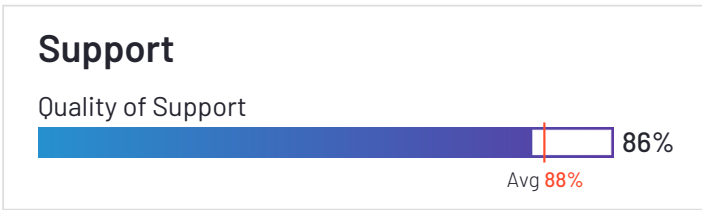
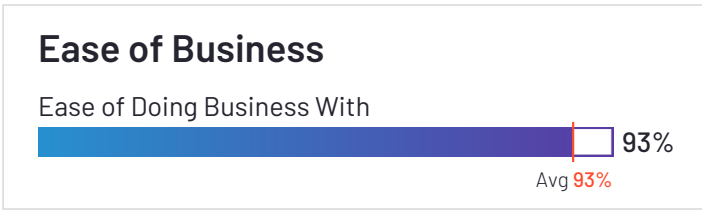
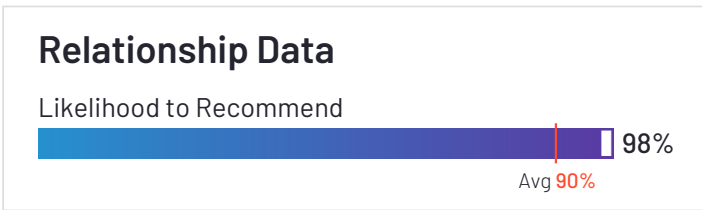
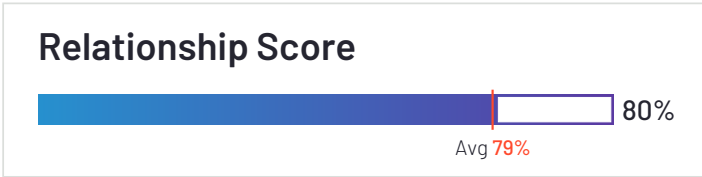


**Company Website**  
[cloud.google.com](https://cloud.google.com)



# Cloudflare Application Security and Performance

4.5 ★★★★★ (518)

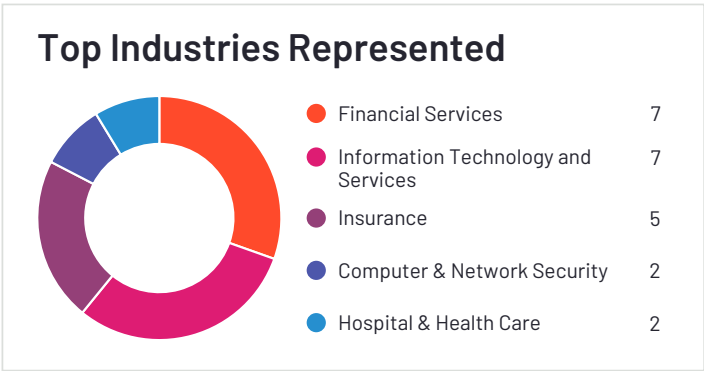
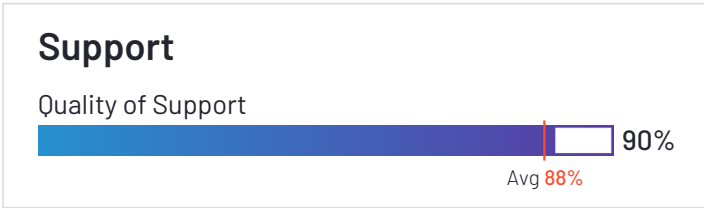
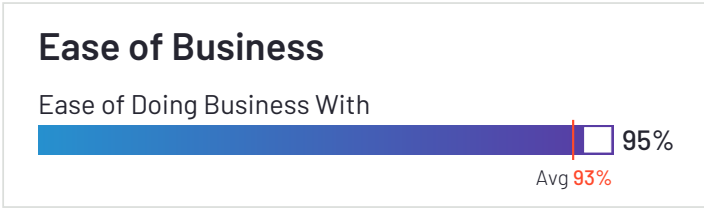
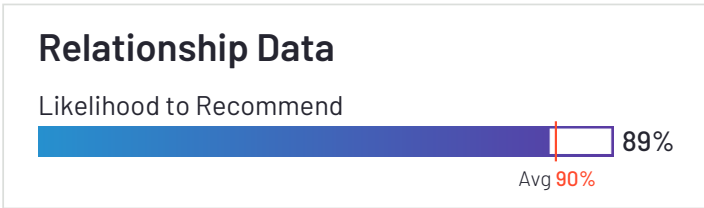
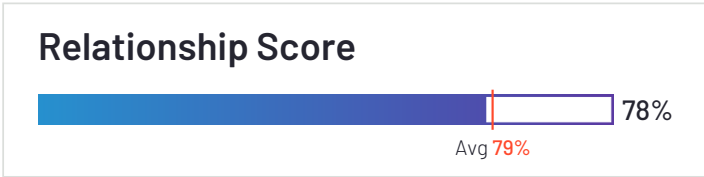


 <b>Ownership</b> Cloudflare, Inc.	 <b>HQ Location</b> San Francisco, California	 <b>Year Founded</b> 2009	 <b>Employees (Listed On LinkedIn)</b> 4,012	 <b>Company Website</b> <a href="https://cloudflare.com">cloudflare.com</a>
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# Keyfactor Command

4.5 ★★★★★ (49)



 <b>Ownership</b> Keyfactor	 <b>HQ Location</b> Independence, Ohio	 <b>Year Founded</b> 2001	 <b>Employees (Listed On LinkedIn)</b> 414	 <b>Company Website</b> <a href="https://keyfactor.com">keyfactor.com</a>
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# AWS Certificate Manager

4.5 ★★★★★ (61)



## Relationship Score



## Relationship Data



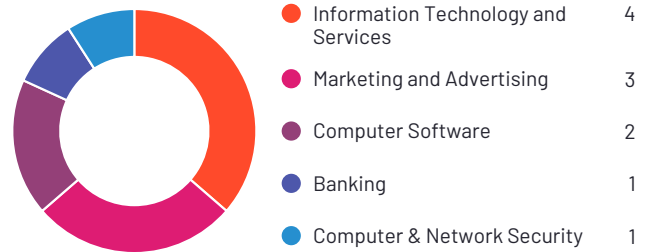
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Amazon Web Services(AWS)



**HQ Location**  
Seattle, WA



**Year Founded**  
2006



**Employees (Listed On LinkedIn)**  
128,735



**Company Website**  
[aws.amazon.com](https://aws.amazon.com)





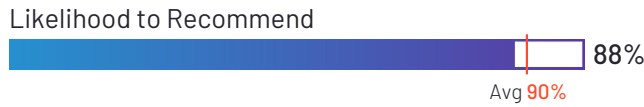
# Userify

4.4 ★★★★★ (18)

## Relationship Score



## Relationship Data



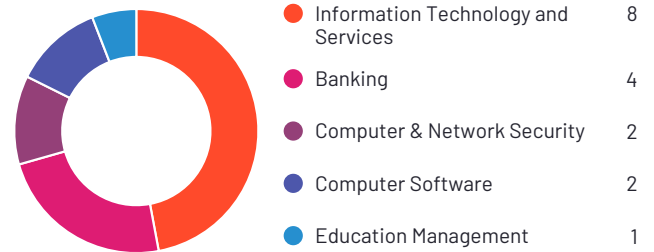
## Ease of Business



## Support



## Top Industries Represented



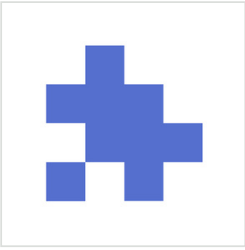
Ownership  
Userify



Employees (Listed  
On LinkedIn)  
2



Company Website  
[userify.com](https://userify.com)



# ZeroSSL

4.3 ★★★★★ (36)

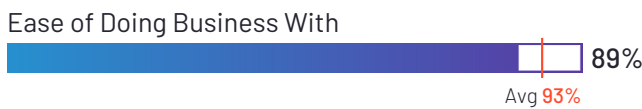
## Relationship Score



## Relationship Data



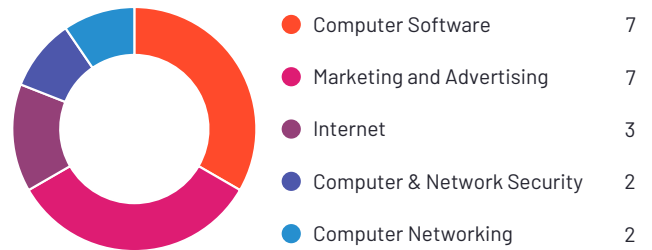
## Ease of Business



## Support



## Top Industries Represented



**Ownership**  
Apyrse



**HQ Location**  
Vancouver, B.C.



**Year Founded**  
1998



**Employees (Listed On LinkedIn)**  
341



**Company Website**  
[apryse.com](https://apryse.com)



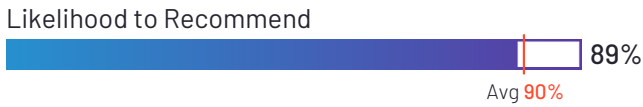
# AppViewX CERT+

4.5 ★★★★★ (32)

## Relationship Score



## Relationship Data



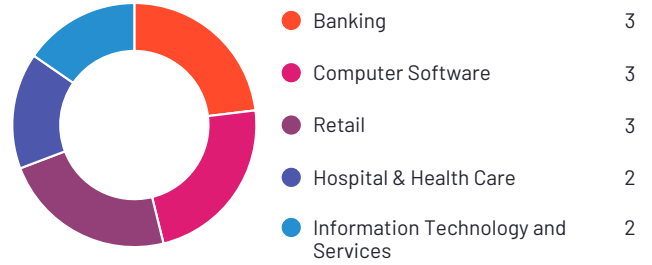
## Ease of Business



## Support



## Top Industries Represented



Ownership  
AppViewX



HQ Location  
Plano, TX



Year Founded  
2008



Employees (Listed  
On LinkedIn)  
590



Company Website  
[appviewx.com](http://appviewx.com)



# DigiCert CertCentral

4.4 ★★★★★ (30)

## Relationship Score



## Relationship Data



## Ease of Business



## Support



## Top Industries Represented



Ownership  
digicert



HQ Location  
Lehi, UT



Year Founded  
2003



Employees (Listed  
On LinkedIn)  
1,382



Company Website  
[digicert.com](https://digicert.com)



# Relationship Index Methodology

## Relationship Index Inclusion Criteria

Products included in the Relationship Index for Certificate Lifecycle Management (CLM) | Spring 2024 have received a minimum of 10 reviews and 5 responses for each of the relationship-related questions featured in our survey by March 05, 2024. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process and encourage the inclusion of additional products.

## Relationship Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique, patent-pending algorithm to this data to calculate the product's Relationship score. The Relationship Index for Certificate Lifecycle Management (CLM) | Spring 2024 report is based off of scores calculated using the G2 relationship algorithm v1.0 from data collected through March 05, 2024. The Relationship score is affected by the following (in order of importance):

- ▶ Customers' reported ease of doing business with the seller based on reviews by G2 users
- ▶ Customers' satisfaction with the product's quality of support based on reviews by G2 users
- ▶ Customers' likelihood to recommend each product based on reviews by G2 users
- ▶ The number of reviews received on G2; buyers trust a product with more reviews, and a greater number of reviews indicates a more representative and accurate reflection of the customer experience.

## Categorization Methodology

Please visit G2's [categorization methodology](#) page to learn more about how products are categorized. For more in-depth information about how we refer to different types of software, please view our [list of standard definitions](#).

## Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer. We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

G2 may occasionally offer incentives for honest reviews to help us gather a full and accurate data set. These incentives are offered as thank-yous for approved reviews. Incentives are never conditioned upon the substance of the review, positive or negative. Each such incentivized review is disclosed with an "Incentivized Review" banner.