Certificate Lifecycle Management (CLM) Usability Index

Usability scores for certificate lifecycle management (clm) are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.

		Ease of Admin	Ease of Use	Meets Requirements	Other Factors	Score
SECTIGO	Sectigo Certificate Manager					8.63
CLOUDFLARE	Cloudflare Application Security and Performance					8.45
G	Google Cloud Certificate Authority Service					8.35
(TrackSSL logo)	TrackSSL					8.28
(DigiCert logo)	DigiCert CertCentral					7.84
ZeroSSL	ZeroSSL					7.80
KEYFACTOR	Keyfactor Command					7.58
appviewx	AppViewX CERT+					7.21

(Certificate Lifecycle Management (CLM) Usability 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.

Certificate Lifecycle Management (CLM) Usability Index (continued)

Certificate Lifecycle Management (CLM) Market 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)

Usability Index Description

A product's Usability score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of use-related review questions. Software buyers can compare products in the Certificate Lifecycle Management (CLM) category according to their Usability scores to streamline the buying process and quickly identify the most usable products 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 Usability (highest overall Usability score), Easiest to Use (highest ease of use rating), Easiest Admin (highest ease of admin score), and Best Meets Requirements (highest meets requirements score).

Products included in Usability 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 use-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. A new Usability Index report will be issued for this category as significant data is collected.
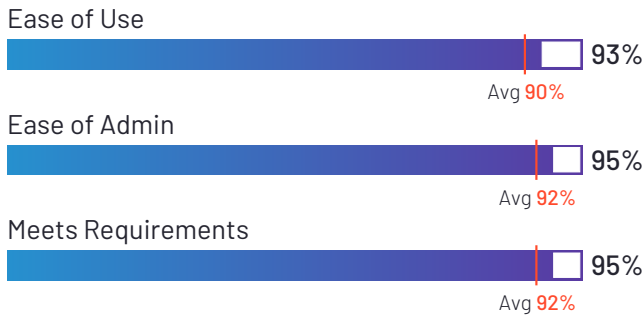
Sectigo Certificate Manager

SECTIGO®
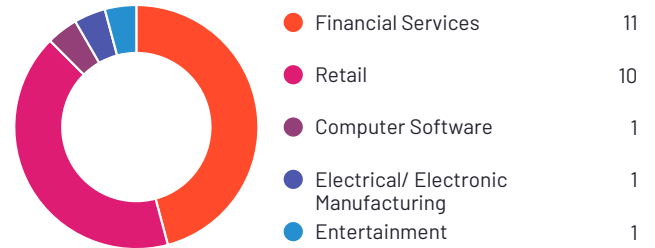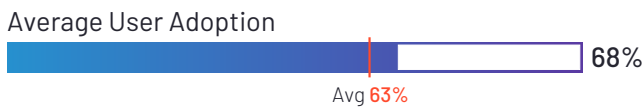
4.5 ★★★★½ (39)

Best Usability SPRING 2024 · Easiest Admin SPRING 2024 · Best Meets Requirements SPRING 2024

Usability Score

86%

Avg 80%

Usability Data

Ease of Use
93%
Avg 90%

Ease of Admin
95%
Avg 92%

Meets Requirements
95%
Avg 92%

Top Industries Represented

● Financial Services	11
● Retail	10
● Computer Software	1
● Electrical/ Electronic Manufacturing	1
● Entertainment	1

Average User Adoption

Average User Adoption
68%
Avg 63%

Ownership
Sectigo

HQ Location
Scottsdale, Arizona

Year Founded
1998

Employees (Listed On Linkedin)
399

Company Website
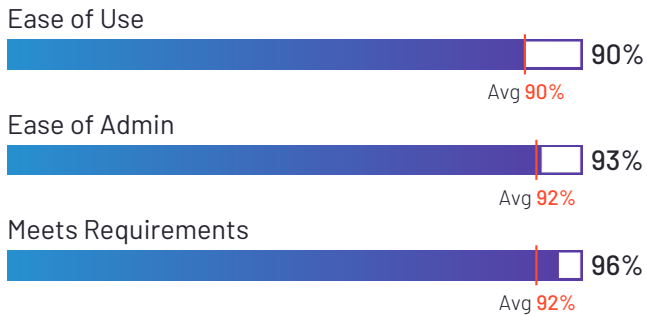sectigo.com

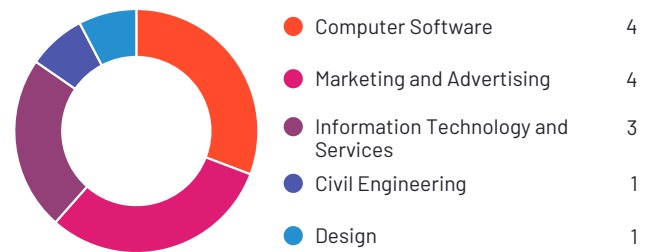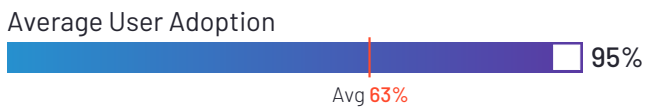## Cloudflare Application Security and Performance

4.5 ★★★★½ (518)

Easiest To Use
SPRING 2024

Usability Score

84%
Avg **80%**

Usability Data

Ease of Use
90%
Avg **90%**

Ease of Admin
93%
Avg **92%**

Meets Requirements
96%
Avg **92%**

Top Industries Represented

Industry	Count
● Computer Software	4
● Marketing and Advertising	4
● Information Technology and Services	3
● Civil Engineering	1
● Design	1

Average User Adoption

Average User Adoption
95%
Avg **63%**

Ownership
Cloudflare, Inc.

HQ Location
San Francisco, California

Year Founded
2009

Employees (Listed On Linkedin)
4,012
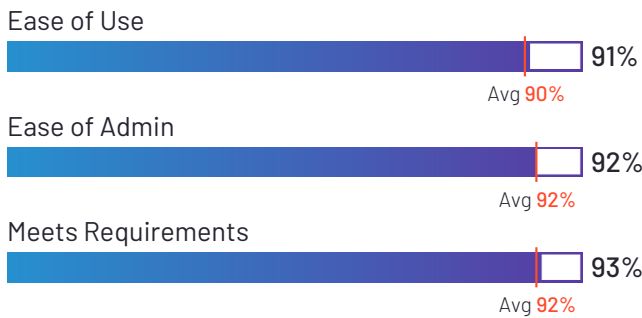
Company Website
cloudflare.com
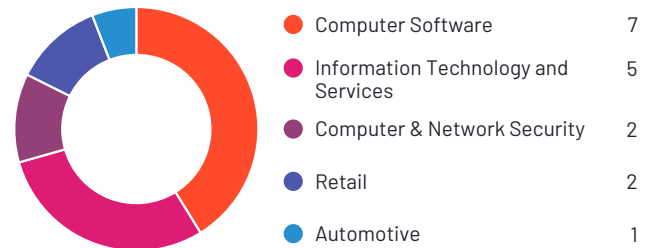
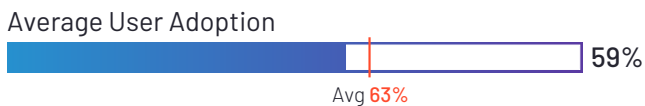# Google Cloud Certificate Authority Service

4.4 ★★★★½ (33)

Usability Score

84%

Avg **80%**

Usability Data

Ease of Use

91%

Avg **90%**

Ease of Admin

92%

Avg **92%**

Meets Requirements

93%

Avg **92%**

Top Industries Represented

● Computer Software	7
● Information Technology and Services	5
● Computer & Network Security	2
● Retail	2
● Automotive	1

Average User Adoption

Average User Adoption

59%

Avg **63%**

Ownership
Google

HQ Location
Mountain View, CA

Year Founded
1998

Employees (Listed On Linkedin)
278,128
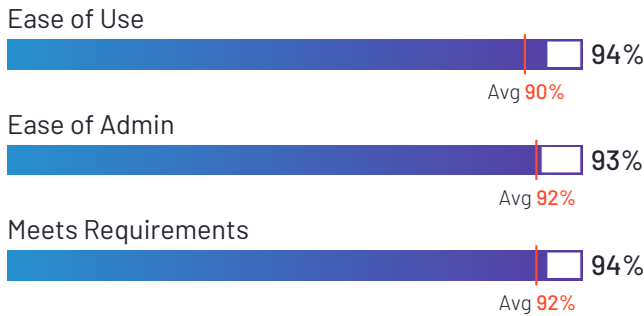
Company Website
cloud.google.com
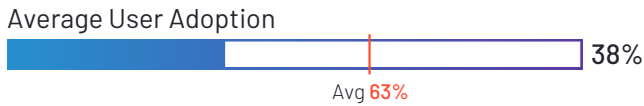
TrackSSL

4.7 ★★★★½ (30)

Usability Score

83%

Avg **80%**

Usability Data

Ease of Use

94%

Avg **90%**

Ease of Admin

93%

Avg **92%**

Meets Requirements

94%

Avg **92%**

Top Industries Represented

● Computer & Network Security	10
● Information Technology and Services	5
● Marketing and Advertising	4
● Computer Software	3
● Telecommunications	2

Average User Adoption

Average User Adoption

38%

Avg **63%**

Ownership
Nick Jones

Employees (Listed On Linkedin)
2

Company Website
trackssl.com

DigiCert CertCentral

4.4 ★★★★½ (30)
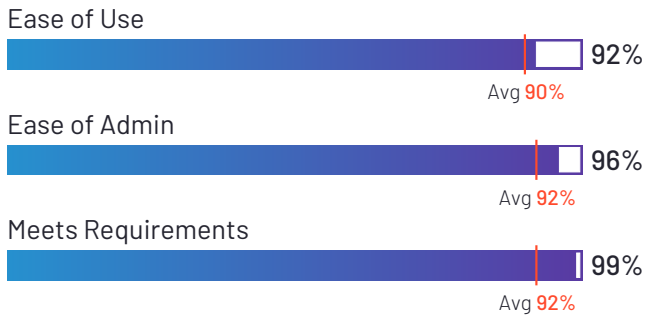
Best Meets Requirements
SPRING
2024

Usability Score

78%

Avg **80%**

Usability Data

Ease of Use

92%

Avg **90%**

Ease of Admin

96%

Avg **92%**

Meets Requirements

99%

Avg **92%**

Top Industries Represented

●	Information Technology and Services	4
●	Computer Software	2
●	Accounting	1
●	Business Supplies and Equipment	1
●	Defense & Space	1

Average User Adoption

Average User Adoption

71%

Avg **63%**
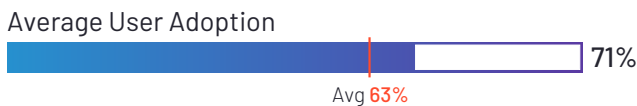
Ownership	**HQ Location**	**Year Founded**	**Employees (Listed On Linkedin)**	**Company Website**
digicert	Lehi, UT	2003	1,382	digicert.com
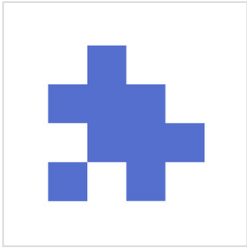
ZeroSSL

4.3 ★★★★½ (36)

Usability Score

78%
Avg **80%**

Usability Data

Ease of Use
88%
Avg **90%**

Ease of Admin
92%
Avg **92%**

Meets Requirements
85%
Avg **92%**

Top Industries Represented

● Computer Software	7
● Marketing and Advertising	7
● Internet	3
● Computer & Network Security	2
● Computer Networking	2
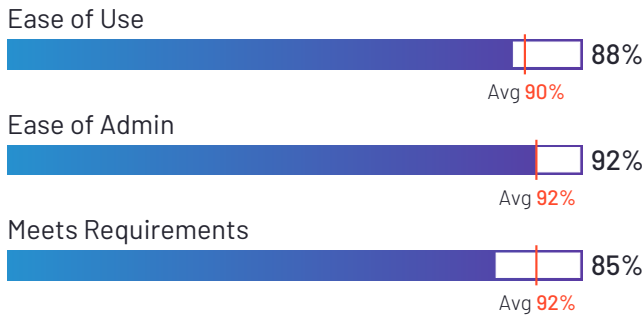
Average User Adoption
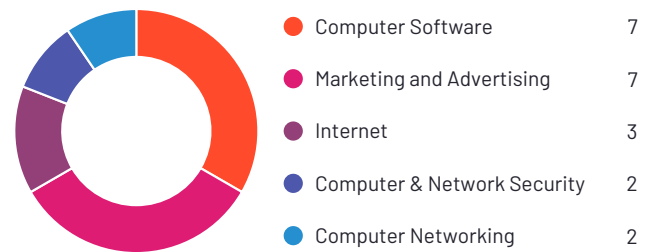
Average User Adoption
59%
Avg **63%**
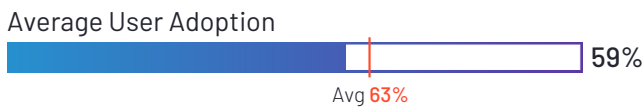
Ownership
Apryse

HQ Location
Vancouver, B.C.
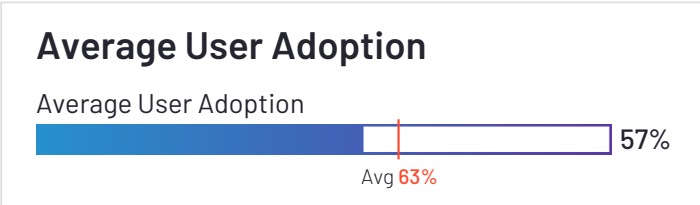
Year Founded
1998

Employees (Listed On Linkedin)
341

Company Website
apryse.com

Keyfactor Command

4.5 ★★★★½ (49)

Usability Score

76%
Avg **80%**

Usability Data

Ease of Use
86%
Avg **90%**

Ease of Admin
90%
Avg **92%**

Meets Requirements
89%
Avg **92%**

Top Industries Represented

Industry	Count
● Financial Services	7
● Information Technology and Services	7
● Insurance	5
● Computer & Network Security	2
● Hospital & Health Care	2

Average User Adoption

Average User Adoption
57%
Avg **63%**
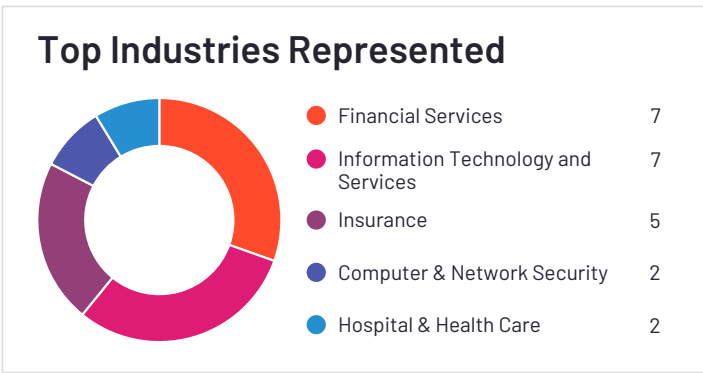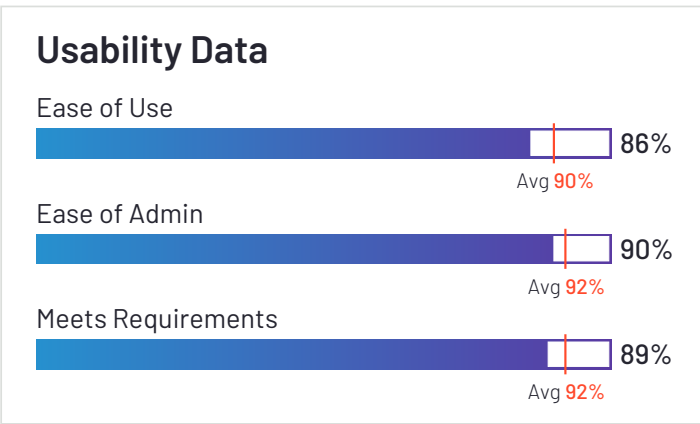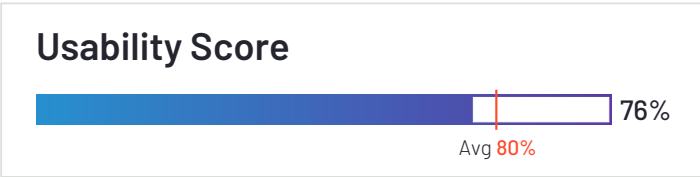
Ownership
Keyfactor

HQ Location
Independence, Ohio

Year Founded
2001

Employees (Listed On Linkedin)
414

Company Website
keyfactor.com

AppViewX CERT+

4.5 ★★★★☆ (32)

Usability Score

72%

Avg **80%**

Usability Data

Ease of Use

86%

Avg **90%**

Ease of Admin

87%

Avg **92%**

Meets Requirements

88%

Avg **92%**

Top Industries Represented

● Banking	3
● Computer Software	3
● Retail	3
● Hospital & Health Care	2
● Information Technology and Services	2

Average User Adoption

Average User Adoption

57%

Avg **63%**
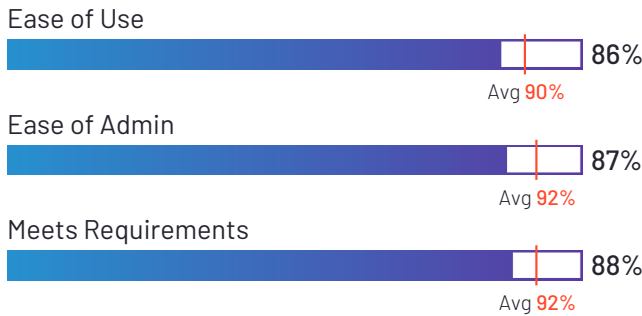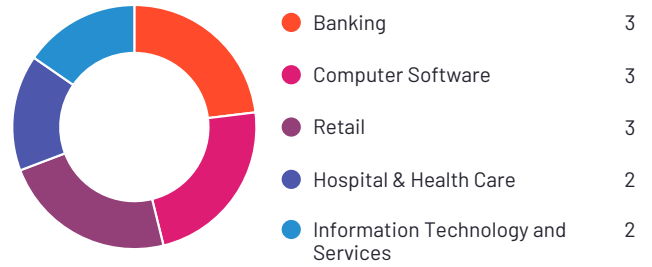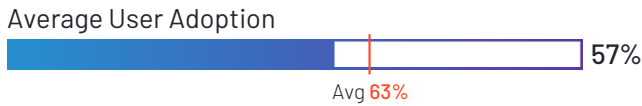
Ownership
AppViewX

HQ Location
Plano, TX

Year Founded
2008

Employees (Listed On Linkedin)
590

Company Website
appviewx.com

Usability Index Methodology

Usability Index Inclusion Criteria

Products included in the Usability Index for Certificate Lifecycle Management (CLM) | Spring 2024 have received a minimum of 10 reviews and 5 responses for each of the usability-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.

Usability 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 Usability score. The Usability Index for Certificate Lifecycle Management (CLM) | Spring 2024 report is based off of scores calculated using the G2 usability algorithm v1.0 from data collected through March 05, 2024. The Usability score is affected by the following (in order of importance):

▶ Customer satisfaction with the ease of use for each product based on reviews by G2 users

▶ Customer satisfaction with the ease of admin for each product based on reviews by G2 users

▶ Customer responses to the Meets Requirements question on G2

▶ User adoption percentage based on reviews and 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.