

Sectigo + Rijkswaterstaat

Rijkswaterstaat Boosts Efficiencies and Speeds Time to Value with Sectigo CLM

Situation

Rijkswaterstaat, responsible for public works and water management throughout the Netherlands, managed the hundreds of digital public certificates throughout its IT estate using a series of manual procedures. Certificates were stored and managed from a spreadsheet; the issuance of new certificates and support for existing ones were managed through multiple help desk requests. On average, a user had to enter three separate requests to three separate entities to onboard a new certificate – a process that proved to be time consuming, error-prone, and inefficient.

Solution

Since the implementation of Sectigo Certificate Manager in mid-2023, more than 400 Rijkswaterstaat certificates have been automated and managed by Sectigo. Users that formerly had to complete multiple forms and wait several weeks for a new certificate can now request and receive a new certificate within an hour or two, boosting efficiency and saving Rijkswaterstaat financial and human resources for more strategic tasks.

Desired outcomes:

- Fast, easy, reliable issuance of new certificates.
- Streamlined, automated workflows.
- Accurate, compliant certificates.

“Our implementation team was accessible and great to work with, and the onboarding was quick and easy.

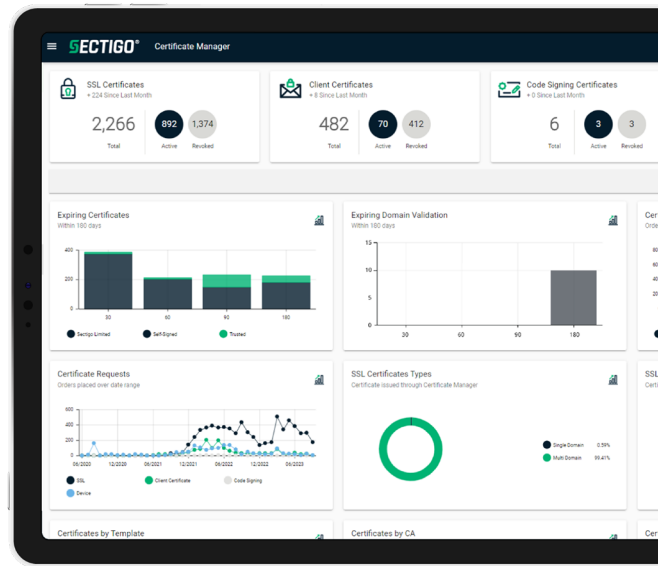
-Natasja d'Arnault, Certificate Manager at Rijkswaterstaat

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The Sectigo CLM portal also delivers superior security, unparalleled accuracy, and universal visibility from a single pane of glass.

Where in the past the Rijkswaterstaat IT team had to regularly remediate a number of certificate-related errors, they are now putting their trust in Sectigo's automated CLM – no more unexpected outages, no more manual renewals, and no more last-minute scrambles to rectify mis-issued or unknown certificates.

The success of the initial CLM implementation has opened the door for additional projects, including improved automation using ACME protocols and other innovative enhancements to the platform that are currently in development, d'Arnault concludes.



Sectigo was just fantastic! Our implementation team was accessible and great to work with, the onboarding was quick and easy, and the program support team always went above and beyond to ensure our success.

-Natasja d'Arnault, Certificate Manager at Rijkswaterstaat

Results

Automated CLM delivers scale and efficiencies.

Cycle time for new certificates drops from three or more weeks to about two hours.

We are very satisfied with Sectigo and know there is still plenty to do in the certificate space!

-Natasja d'Arnault, Certificate Manager at Rijkswaterstaat