



CASE STUDY

Revolutionizing Certificate Management for Indonesia's Largest Bank.

About the Customer

As Indonesia's largest bank, Bank Mandiri oversees Rp 2,100 trillion in assets, operating through 2,300 branches. The bank sought to secure its growing digital operations across internal and external systems.

Client Background

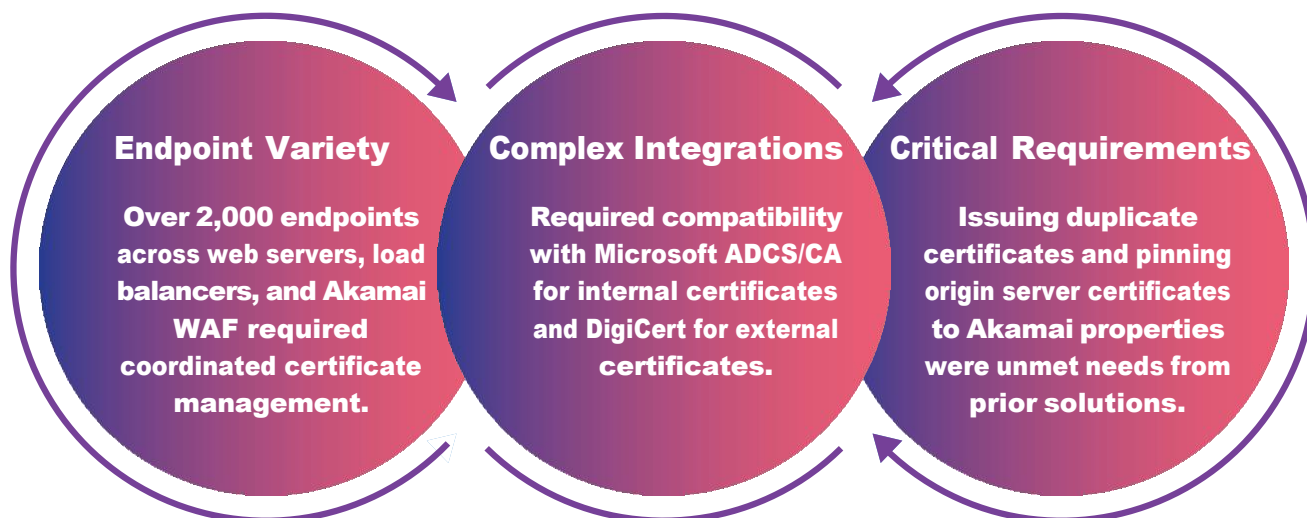
Client Name
Bank Mandiri

Industry
Banking

Location
Indonesia

Business Scenario

Bank Mandiri's digital transformation introduced critical challenges:



eMudhra Solution

Solution Provided: CERTInext Certificate Lifecycle Management (CLM)

eMudhra tailored CERTInext to address Bank Mandiri's critical requirements, such as duplicate certificate issuance and integration with Akamai WAF. The platform's ability to align with Microsoft ADCS and DigiCert ensured seamless certificate issuance across both internal and external systems.

CERTInext introduced robust rollback mechanisms to mitigate risks during failed deployments and delivered real-time monitoring and reporting capabilities for proactive issue resolution. The phased proof-of-concept (POC) process demonstrated tangible results early on, building stakeholder confidence and paving the way for comprehensive adoption. By anticipating future needs, CERTInext positioned the bank for continued growth and innovation.

CERTInext provided:



Advanced Integration: Supported both internal (Microsoft ADCS) and external (DigiCert) certificate issuance seamlessly.



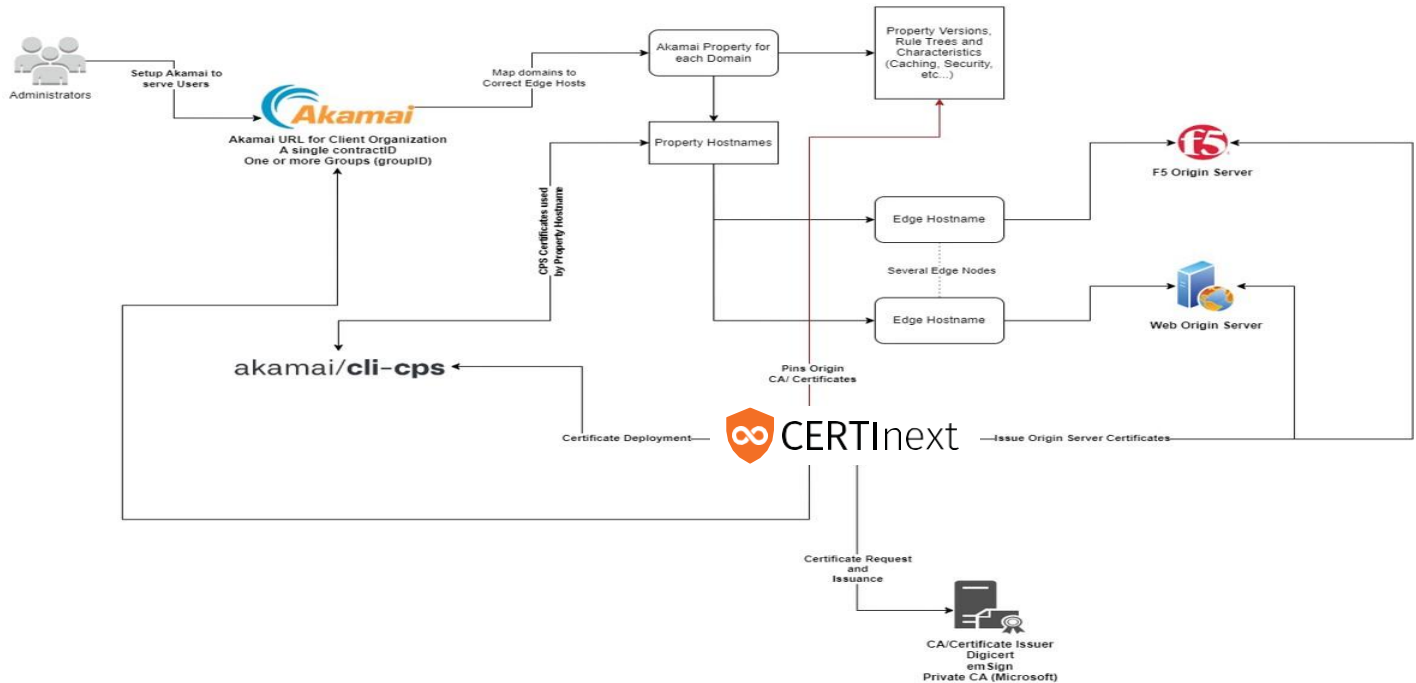
Enhanced Features: Delivered capabilities for duplicate certificate issuance and Akamai integration.



Robust Rollback: Offered rollback mechanisms for failed deployments, ensuring minimal service disruptions.

Solution Architecture

CERTInext was implemented to facilitate seamless integration with Bank Mandiri's existing infrastructure, ensuring secure and efficient certificate management across endpoints.



Implementation Process



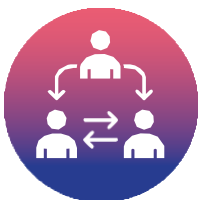
Requirement Gathering

Mapped Bank Mandiri's existing processes and integration points.



Customized Development

Developed APIs to meet Akamai-specific requirements.



Phased Implementation

Conducted POC for F5 discovery and certificate scheduling with Akamai.

Use Case

- Streamlined certificate issuance and rotation across critical endpoints.
- Integration with Akamai and F5 systems for secure deployment and management.

Value Add to Customer

- **Operational Excellence:** Reduced certificate management timelines by 50%, ensuring on-time delivery of critical projects.
- **Enhanced Security:** CERTInext's integration with Akamai and Microsoft ADCS fortified the bank's digital infrastructure.
- **Regulatory Confidence:** Delivered compliance-ready solutions for a secure and audit-friendly ecosystem.
- **Cost Efficiency:** The reduction in manual intervention and improved processes resulted in savings of up to 35% in operational costs.
- **Future Scalability:** Positioned Bank Mandiri for effortless scaling as the number of endpoints grows.

For Bank Mandiri, CERTInext delivered not just a certificate management tool but a strategic enabler for their digital transformation. The tailored solutions, including Akamai integration and duplicate certificate issuance, addressed critical operational gaps, reinforcing the bank's ability to maintain robust security standards. CERTInext's flexibility and reliability ensured that Bank Mandiri could continue to innovate and grow, setting a benchmark for certificate management excellence in the Indonesian banking sector.

Conclusion

eMudhra's CERTInext provided Bank Mandiri with a transformative solution, addressing its intricate certificate management challenges while ensuring security, compliance, and scalability. The customized approach, coupled with CERTInext's advanced features, enabled the bank to maintain its leadership position in Indonesia's financial sector. By bridging gaps in operational processes and enhancing digital trust, eMudhra empowered Bank Mandiri to deliver superior, secure banking experiences to its vast customer base, setting the stage for sustained growth and innovation in a rapidly evolving industry.

About eMudhra

eMudhra is a global leader in digital trust, specializing in secure certificate lifecycle management, identity solutions, and digital transformation. With a strong focus on innovation and compliance, eMudhra helps businesses streamline their security frameworks, scale their operations, and foster trust in digital ecosystems. CERTInext is a testament to eMudhra's commitment to enabling secure and efficient certificate management across diverse industries.